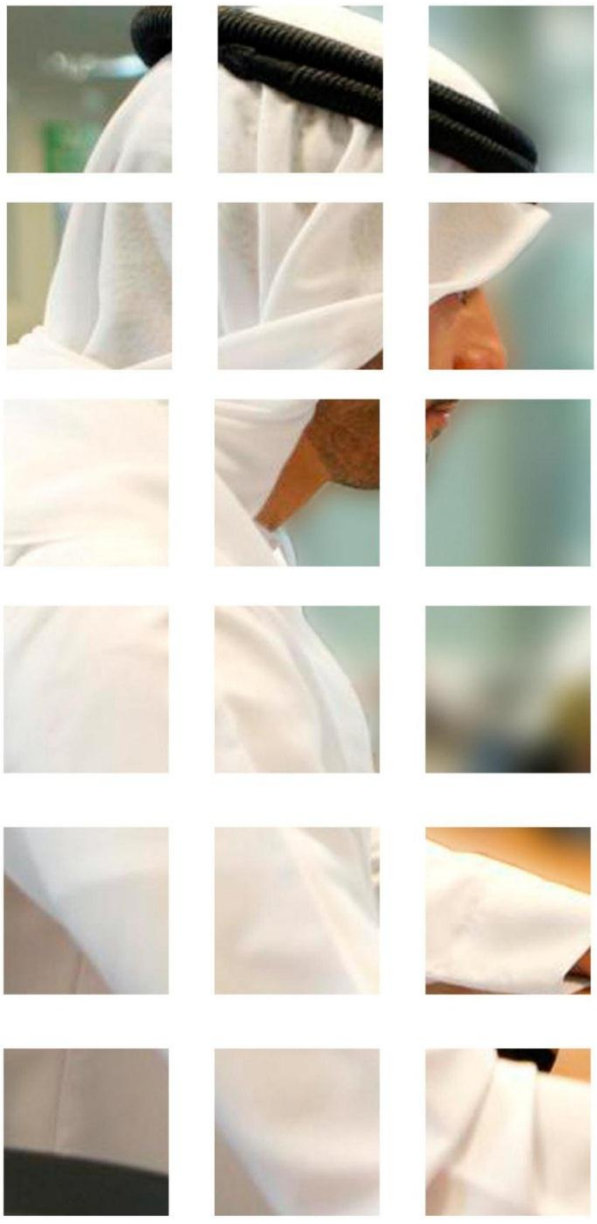

صندوق معاشات ومكافآت التقاعد لإمارة أبوظبي

Abu Dhabi Retirement Pensions & Benefits Fund

Entity Services User Manual

www.pension.gov.ae

Abu Dhabi Retirement Pensions & Benefits Fund

User Manual 1.1 | **Revision Number**: 7 | **Actor**: Entity Users

Issued on December 12, 2013

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Glossary of Terms

The below table contains all the terminologies and their description used throughout this document. The given terms have the **same meanings** *(synonyms)* wherever used.

Term	Description
ADSIC	**Abu Dhabi Systems & Information Centre**
Fund ADRPBF	**Abu Dhabi Retirement Pensions & Benefits Fund**.
Fund User	• The employee of **Abu Dhabi Retirement Pensions & Benefits Fund**.
Launch	• Open • Load • Show • Display
Mandatory	• Required • The information/value which **must** be filled while submitting the request.
Optional	• Non Mandatory • Not Required • The information/value which can be **skipped** while submitting the request.
Page	• Form
Portal	• Website • Application • System
Press	• Click • Enter
Section	• Category • Area
Service	• Functionality • Feature • Option • Module • Request
Specialist	• Agent • Fund User
User	• Online Visitor • Actor of Portal

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INTRODUCTION

The **Abu Dhabi Retirement Pensions & Benefits Fund** an important entity of the Abu Dhabi Government. The Fund was founded in 2000 to manage contributions, pensions and end-of-service benefits for UAE Nationals working in or retired from the Government, semi-Government and private sectors in the Emirate of Abu Dhabi, and their beneficiaries.

The Fund's Vision is to be a global leader in the provision of retirement pension and benefit services. In striving to realize this Vision, the Fund focuses on continuously improving its customer service. The Fund is proud to be guided by the wisdom and the spirit of the words of H.H. the late **Sheikh Zayed bin Sultan Al Nahyan**, the father and founder of the United Arab Emirates, when he said: "*Men, not money, are our real wealth.*"

Abu Dhabi Retirement Pensions & Benefits Fund online Portal can be accessed on the following URL publically:

http://www.pension.gov.ae

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1. ONLINE PORTAL – GENERAL SERVICES

Abu Dhabi Retirement Pensions & Benefits Fund online Portal is a platform to provide services online to users, this makes the services provided easier to access and easier to use. To avail any service user can click on the relevant link and access the required form. Here the user can input all details and required attachments to submit the request.

All forms are easy to use and have guidelines to help users with the request forms.

The Portal is divided into different sections / areas with links to different services to increase the accessibility of the information and services provided.

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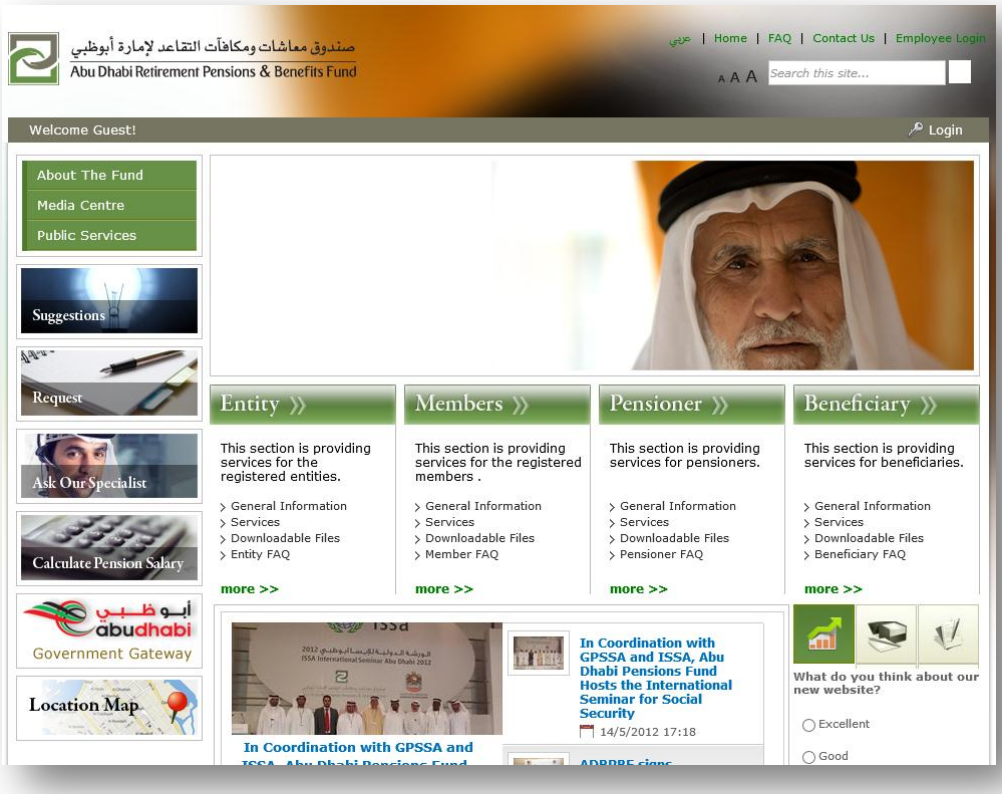
1.1. Home Page

Home page is the starting point and the main default page of the Portal.
Home page is divided in different sections according to the functionality; this is to make it easier for users to access relevant sections according to their interest.

The following **Figure 1** shows the different sections of the home page.

Figure 1



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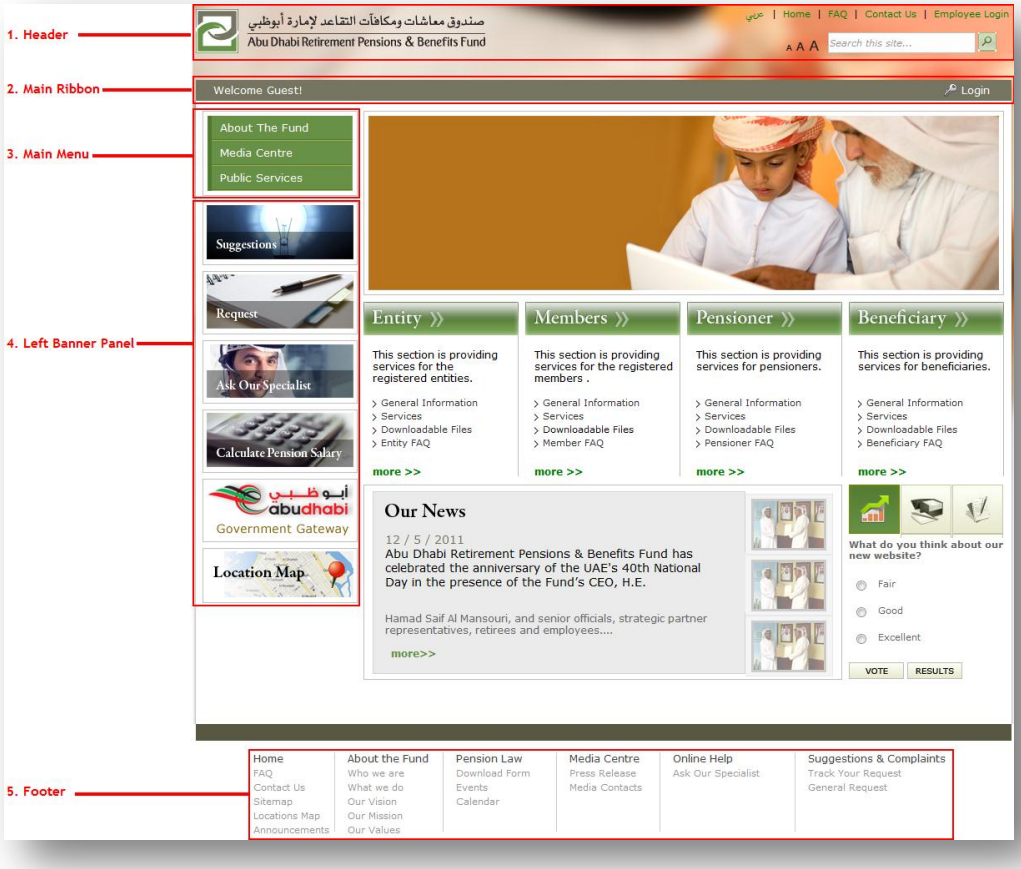
1.2. Common Options / Pages

These below marked areas in **Figure 2** contain the common options / pages that are available throughout the Portal. This is to help the users easily navigate through the Portal.

Figure 2



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1.2.1. Header

Header (Figure 3) is available on the top of every page in the Portal.

Figure 3

صندوق معاشات ومكافآت التقاعد لإمارة أبوظبي
Abu Dhabi Retirement Pensions & Benefits Fund
عربي | Home | FAQ | Contact Us | Employee Login
A A A
Search this site...

In the Header section, user can see the following items / sections.

1. Logo –*Logo of **Abu Dhabi Retirement Pensions & Benefits Fund** is shown on the header (see Figure 4). By clicking this logo, user will be redirected to Home Page of the Portal.*

Figure 4

2. Top menu – *This section contains some useful and frequently used links (see Figure 5), e.g. changing language, FAQ and contact us etc.*

Figure 5

3. Search – *To find any information within the Portal pages, the search field (see Figure 6) can be used. Users can enter the search string and click on the button or hit the ENTER button on keyboard to view the results.*

Figure 6

3. Font Resizing – *User may increase / decrease the font size of the text on all pages of the Portal by using font-resize buttons (see Figure 7)*

Figure 7

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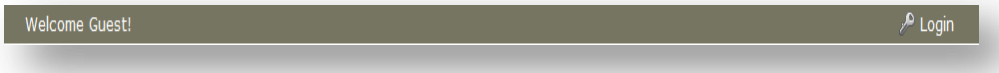
1.2.2. Main Ribbon

Main Ribbon (Figure 8) is available on every page of the Portal. This shows the "login" link and the welcome message.

- On the right side of the ribbon is the "Login" link. By clicking this link, user can log into the Portal after entering the user credentials.
- On the left side of the ribbon is the welcome message with the name of the logged-in user. If no user is logged in, the user name will be Guest and the message will be "Welcome Guest".

Figure 8



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1.3. Login / Register

1.3.1. Login

If the user is already registered with ADSIC, the following process can be used to access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.

1. Open the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Click the Login link on the Main Menu.
3. User will be redirected to the **Abu Dhabi Systems & Information Centre (ADSIC)** website where the user can login with his valid username and password. See **Figure 9**.

Notes

- *ADSIC information can be found at:*
http://adsic.abudhabi.ae/Sites/ADSIC/Navigation/EN/root.html

4. After successfull login:
    a. User will be redirected back to the Home Page of **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
    b. Based on user permissions Main Menu will be updated with the given permissions.

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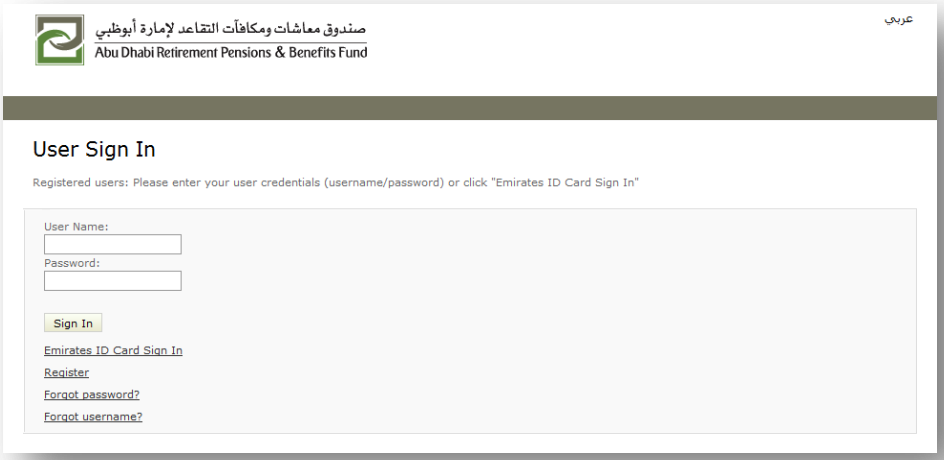
c. Entity menu and the respective services will be shown.
d. Based on user persmission, My Profile section will be available. (Refer to theCommon Options / Pages for further details about this section.)

Figure 9



1.3.2. Registration

If user is not yet registered with ADSIC system, follow below steps to register the user.

1. Open the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Click the Login link on Main Ribbon.
3. User will be redirected to ADSIC website.
4. Click on “Register” link (see Figure 10)**.**

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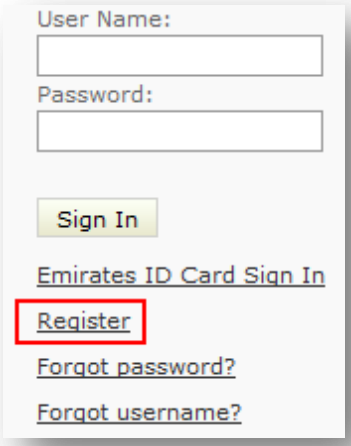
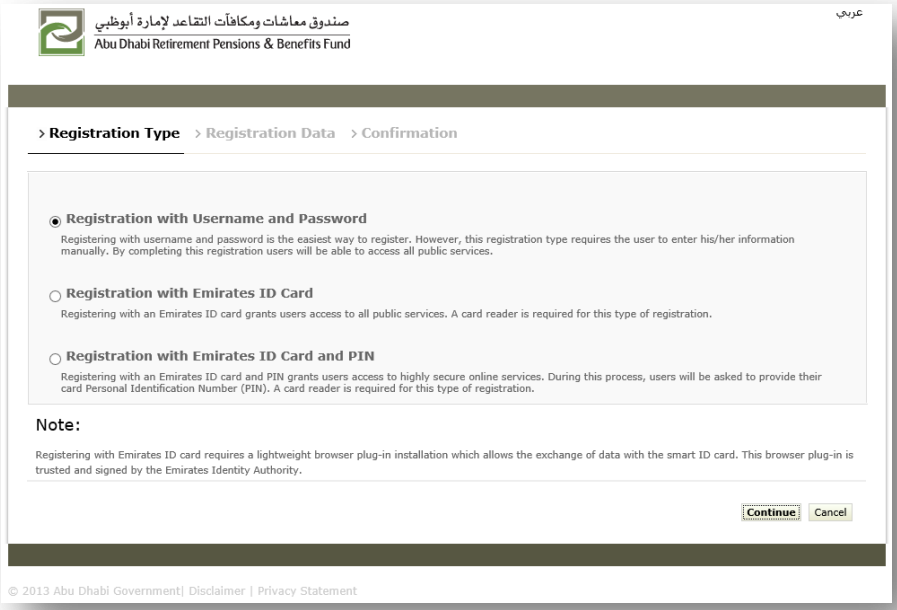
Figure 10



5. User will be redirected to the "Registration" page (See **Figure 11**).

Figure 11


صندوق معاشات ومكافآت التقاعد لإمارة أبوظبي
Abu Dhabi Retirement Pensions & Benefits Fund
عربي
› Registration Type
› Registration Data
› Confirmation
Registration with Username and Password
Registering with username and password is the easiest way to register. However, this registration type requires the user to enter his/her information manually. By completing this registration users will be able to access all public services.
Registration with Emirates ID Card
Registering with an Emirates ID card grants users access to all public services. A card reader is required for this type of registration.
Registration with Emirates ID Card and PIN
Registering with an Emirates ID card and PIN grants users access to highly secure online services. During this process, users will be asked to provide their card Personal Identification Number (PIN). A card reader is required for this type of registration.
Note:
Registering with Emirates ID card requires a lightweight browser plug-in installation which allows the exchange of data with the smart ID card. This browser plug-in is trusted and signed by the Emirates Identity Authority.
Continue
Cancel
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Notes

- User must fill all the mandatory fields on any step to proceed further. User can go to previous step by using Back button at any step.
- Password should contain numbers and letters, the length should be at least eight characters.

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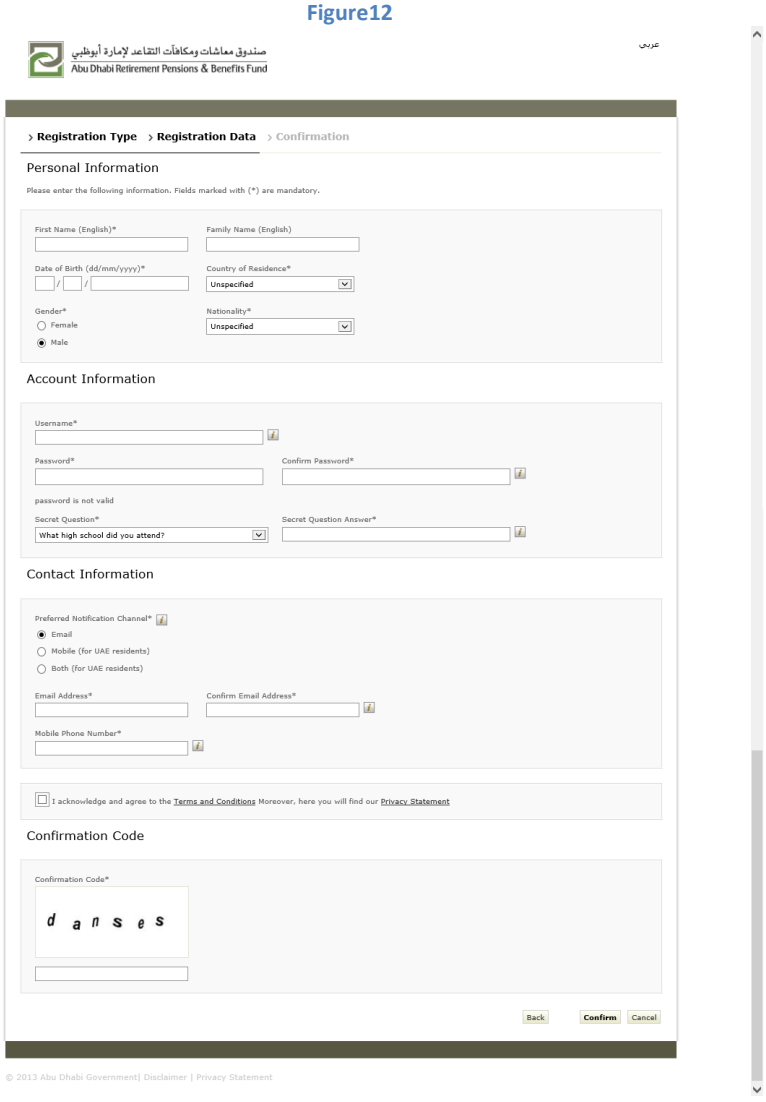
- There are multiple options available to register with ADSIC. But fund only accepts **"Registration with Username and Password"**.

6. Select **Registration with Username and Password** -, This registration type requires the user to enter his/her personal information such as name, date of birth, contact details etc…. User also has to fill in the account details like username, passwords and secret questions. See **Figure12**

Figure12



7. After entering the all the required information, user has to click on the **Confirm** button to submit the registration request. After confirmation and validation of all information, ADSIC system will display confirmation

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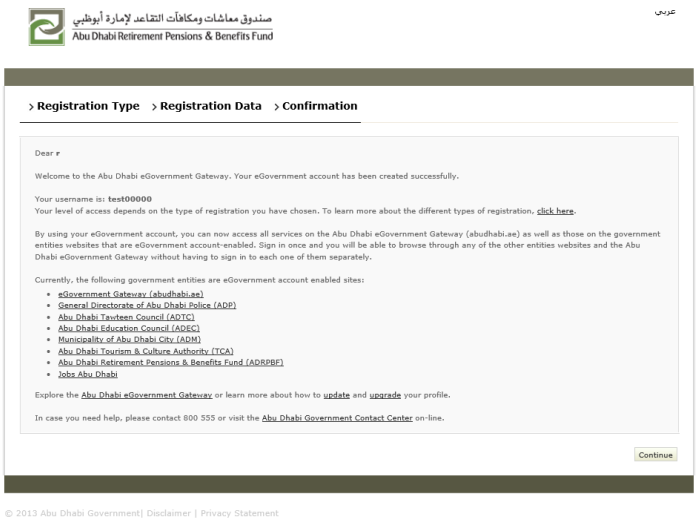
message for successful registration. User can click on the **Continue** button to proceed to the continue with the Fund's Portal.

8. When users visit the **Abu Dhabi Retirement Pensions & Benefits Fund** Portal for the first time after registration, a popup window will appear and asking for initial member setup as shown in **Figure 13**.

Figure 13


صندوق معاشات ومكافآت التقاعد لإمارة أبوظبي
Abu Dhabi Retirement Pensions & Benefits Fund
عربي
› Registration Type › Registration Data › Confirmation
Dear r
Welcome to the Abu Dhabi eGovernment Gateway. Your eGovernment account has been created successfully.
Your username is: test00000
Your level of access depends on the type of registration you have chosen. To learn more about the different types of registration, click here.
By using your eGovernment account, you can now access all services on the Abu Dhabi eGovernment Gateway (abudhabi.ae) as well as those on the government entities websites that are eGovernment account-enabled. Sign in once and you will be able to browse through any of the other entities websites and the Abu Dhabi eGovernment Gateway without having to sign in to each one of them separately.
Currently, the following government entities are eGovernment account enabled sites:
eGovernment Gateway (abudhabi.ae)
General Directorate of Abu Dhabi Police (ADP)
Abu Dhabi Tawteen Council (ADTC)
Abu Dhabi Education Council (ADEC)
Municipality of Abu Dhabi City (ADM)
Abu Dhabi Tourism & Culture Authority (TCA)
Abu Dhabi Retirement Pensions & Benefits Fund (ADRPBF)
Jobs Abu Dhabi
Explore the Abu Dhabi eGovernment Gateway or learn more about how to update and upgrade your profile.
In case you need help, please contact 800 555 or visit the Abu Dhabi Government Contact Center on-line.
Continue
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Registration with ADSIC can also be done through the following methods (however, these are **not recommended**):

Registration with Emirates ID Card: Registering with an Emirates ID card is simple. This registration type grants users access to all public services. A card reader is required for this type of registration.

Registration with Emirates ID Card and PIN: This registration type grants users access to highly secured online services. During this process, users will be asked to provide their card Personal Identification Number (PIN). A card reader is required for this type of registration.

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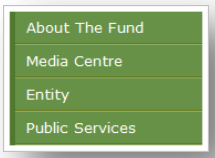
1.4. Main Services

1.4.1. Main Menu

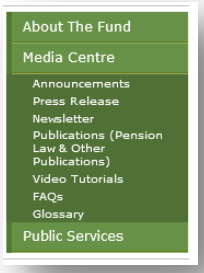
Main menu contains links to all available services and information about **Abu Dhabi Retirement Pensions & Benefits Fund**. This menu is shown on all pages.
The menu shows the different sections and the inner pages under each section as shown in **Figure 14**
The different sections of the menu are:

Figure 14



About The Fund:

This menu contains links to the inner pages where users can get more information about the Fund.



Media Center:

This menu contains links to inner pages where user can view the announcements, the press releases, FAQ etc…

Public Services:

This menu contains links to public services such as “Ask our Specialist”, Calculator, etc...

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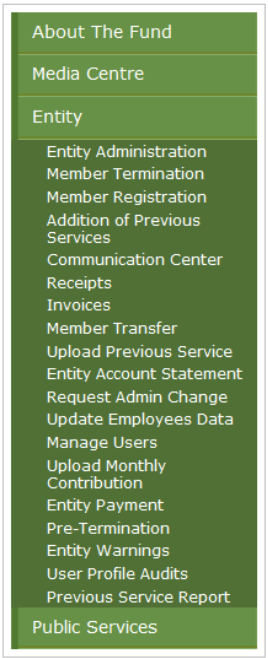
1.4.1.1. Entity

This menu is for "Entity Users" who are already registered with the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal. After successful login, entity users will be able to access the respective services under this menu (see Figure 15).

Figure 15



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1.4.2. Common Options / Pages – For Logged-in Users Only

This section will describe the common options available on the site to facilitate the users.

1.4.2.1. My Profile

This section will only appear for users who are *Login* to portal. This section can be found on left side of portal, below the Main Menu.

1.4.2.1.1. INBOX

After successful Login, user will be able to access the inbox by clicking on the Inbox (0).This is where users can access received messages and notifications from Fund. The number of unread messages will be shown with the inbox link.

A search engine is provided for searching specific record (see **Figure 16**). User will be able to search by:

- Member Name
  To search by the Member's name. All the records in that name will appear.
- National ID
  To search by the Member's national ID.
- Employment No
  To search by the employee number.
- Tracking Number
  To search by Tracking Number, user may enter the number in this field and perform search.
- Type
  To search by the message/request/notification type, user may select the appropriate value from the dropdown and perform search.
- Date From
  Search by Date From, all records with date beyond "Date From" will appear.
- Date To
  Search by Date To, all records with date prior to "Date To" will appear.
- Status
  User may select a value from the "Status" dropdown and perform search. All the related records will appear.
- Created By
  To search by user, user may enter the user name in this field and perform search.

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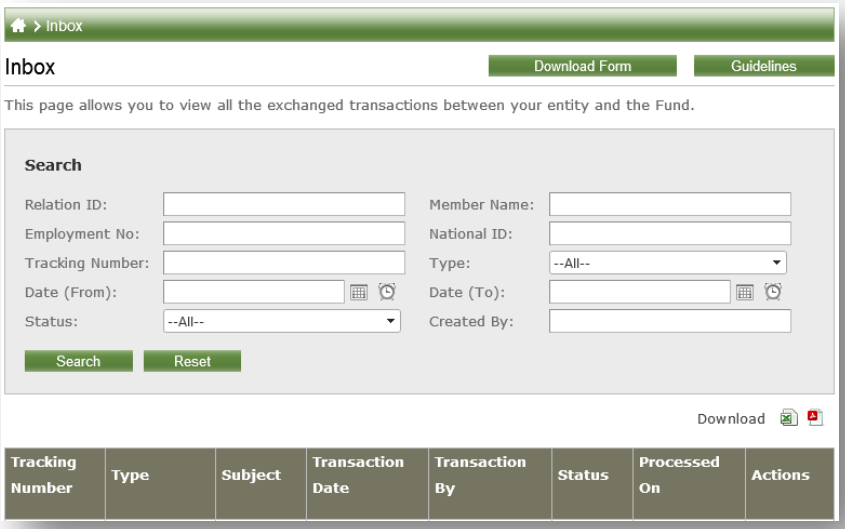
Figure 16



Notes

- User may click Reset button to clear the values (input criteria and output results).
- User may Print/Download the available results.

Records meeting the specified search criteria will be shown in a grid with the following columns (see **Figure 16**).

- Tracking Number
  Tracking number of the request will be shown under this column.
- Type
  Type of the request will be shown under this column
- Member Name
  Member name in the request will be shown under this column. Some requests like monthly contribution, previous service upload will not have member name displayed as the request is for the entity.
- Transaction Date
  Date of the request/message/notification will be shown under this column.
- Status
  Status of the request will be shown under this column.
- Processed on:

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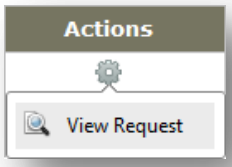
It's the date when the process begins on the transaction.

- Transaction By
  Name of the user who created or submitted the request.

Notes

- User may click "View Request" button under "Actions" column to view the details of any record (see **Figure 17**).
- When any request is rejected by the Fund, a notification appears in the inbox. User can view the details of the request and the reason for rejection. User has the option to modify and resubmit the request or cancel it. On resubmission or cancelation of the rejected request, the notification from Inbox is moved as the same request to the Outbox.

Figure 17



1.4.2.1.2. OUTBOX

Outbox contains all messages and requests sent/initiated by the logged-in entity user. User can click on Outbox to access the Outbox.

A search engine is provided for searching specific records (see **Figure 18**). User will be able to search by:

- Member Name
  To search by the Member's name. All the records in that name will appear.
- National ID
  To search by the Member's national ID.
- Employment No
  To search by the employee number.
- Tracking Number
  To search by Tracking Number, user may enter the number in this field and perform search.
- Type
  To search by the message/request/notification type, user may select the appropriate value from the dropdown and perform search.
- Date From

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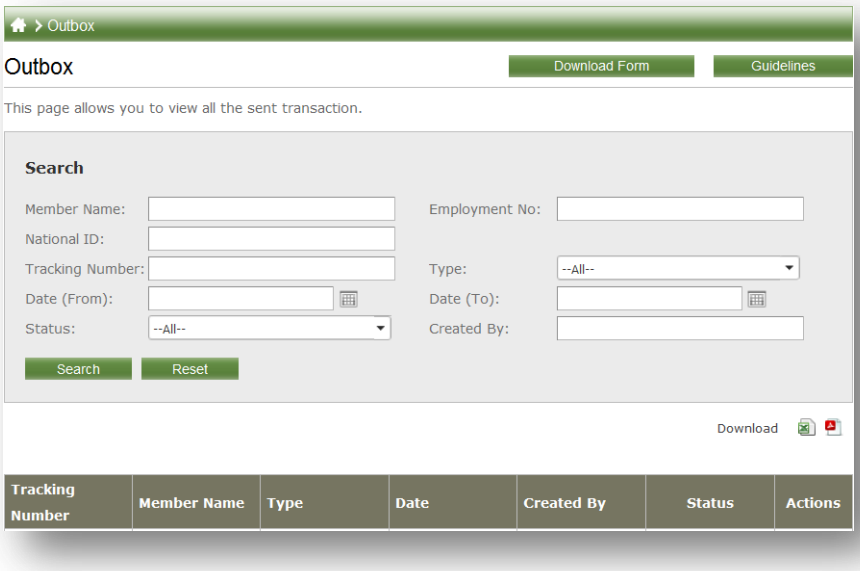
Search by Date From, all records with date beyond "Date From" will appear.

- Date To
  Search by Date To, all records with date prior to "Date To" will appear.
- Status
  User may select a value from the "Status" dropdown and perform search. All the related records will appear.
- Created By
  To search by user, user may enter the user name in this field and perform search.

Figure 18



Notes

- User may click Reset button to clear the values (input criteria and output results).
- User may Print/Download the available results.

Records meeting the specified search criteria will be shown in a grid with the following columns as (see **Figure 18**).

- Tracking Number
  Tracking number of the request will be shown under this column.
- Member Name
  Member name in the request will be shown under this column.
- Type

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Type of the request/message/notification will be shown under this column.

- Date
  Date of the request/message/notification will be shown under this column.
- Status
  Status of the request will be shown under this column. On submit of a request, the status is "New".
  When Fund user reads the request, the status is changed to "Read". When fund user rejects the request, the status is changed to "Rejected".
  When Fund user accepts the request, the status is changed to "Accepted". When Fund user has started processing the request, the status is changed to "In Progress".
  When the transaction is completed, the status is changed to "Completed" or "Closed". Other statuses are "User cancelled" when user cancels a request, "Canceled" when Fund user cancels/rejects a request transaction, "Pending" when Fund user is waiting for information related to request.
- Created By
  Name of the user who created or submitted the request.

Notes

- User may click "View Request" button under "Actions" column to view the details of any record
- User can cancel a request if the request is not accepted by the Fund.

1.4.2.1.3. DRAFT

When filling any form, users have the option to save incomplete requests by clicking on the Save To Draft button in the respective request.

User can click on Draft button to go to the draft section. User can open any saved request in edit mode by clicking "View Request" option under "Action" menu (see Figure 19). User can proceed editing and may submit the request or save it again as draft (by clicking on the Save button on the request). The system automatically saves the draft automatically every 30 seconds.

Draft section will show the following columns.

- Type
  The type of the request/form saved as draft will be shown under this column.
- Date
  Date and Time on which the request was saved as draft.
- Action

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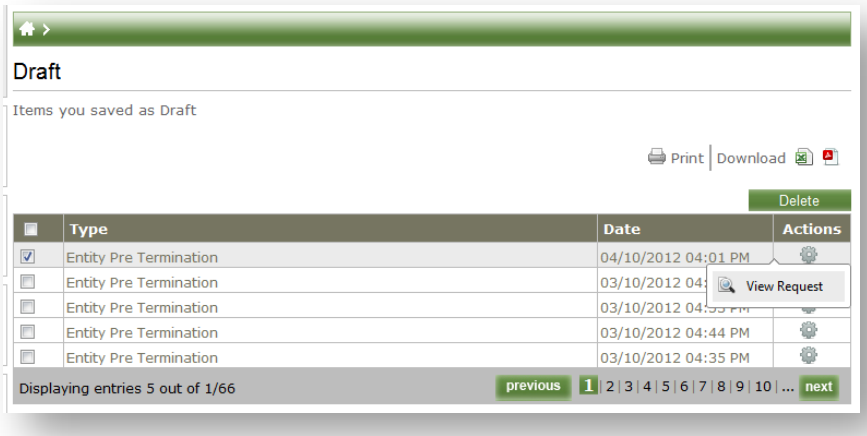
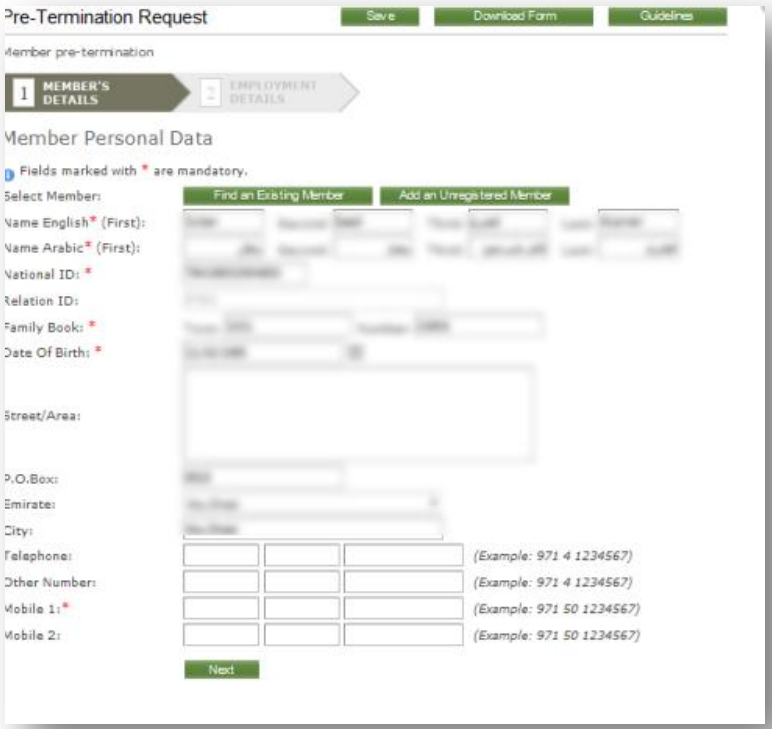
To view the details of the saved request, a button is available under this column.

Figure 19





When closing a draft, the user will be prompted to save or discard the changes made.

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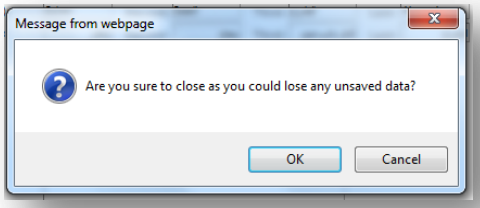

User can also delete any saved draft by selecting the draft then clicking on the Delete button.

1.4.2.1.4. MY PROFILE

This option allows user to edit their profile or ADSIC account. User may click on My Profile button to go to ADSIC website and update the information.

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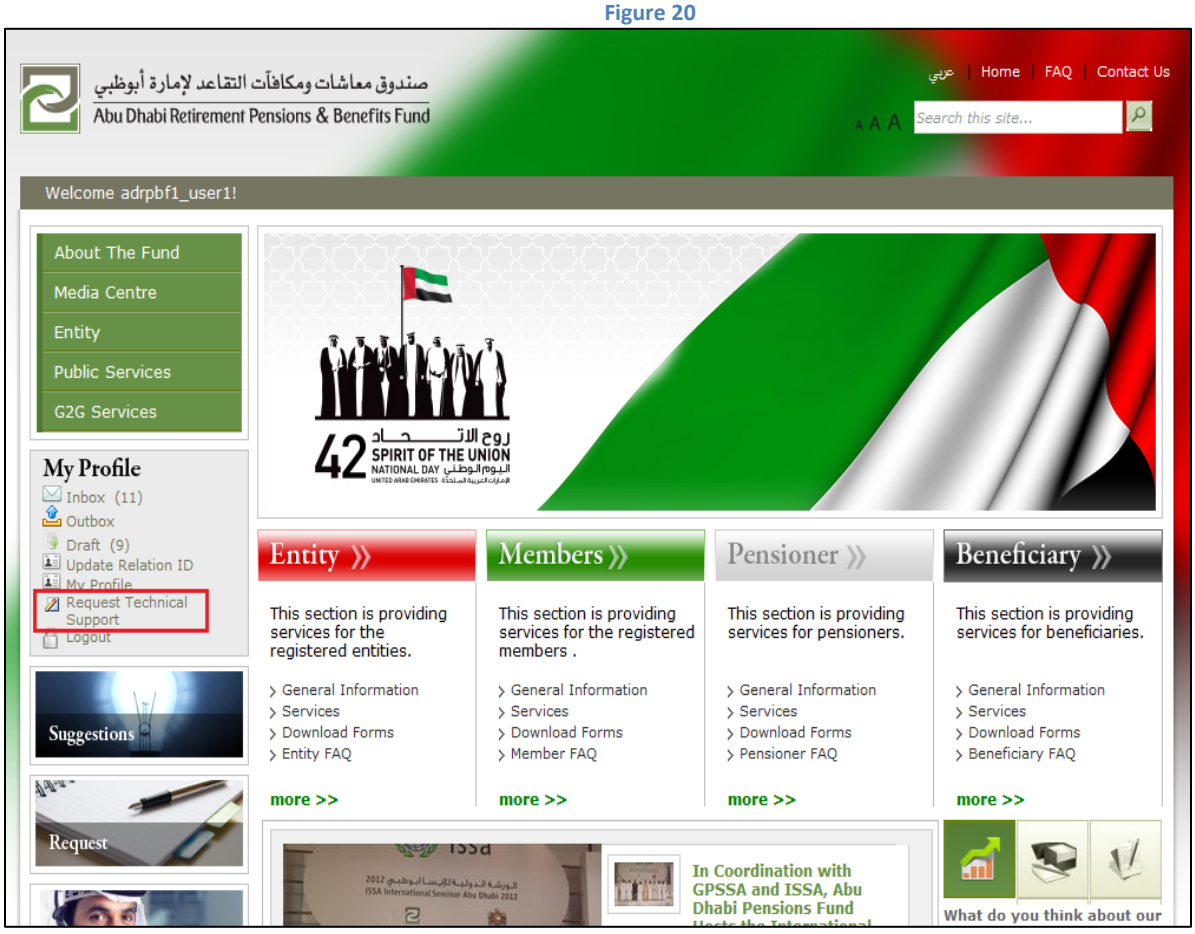
1.4.2.1.5. REQUEST TECHNICAL SUPPORT

Request technical support service is used to raise technical concerns related to the Web Service Portal System and not for general inquiry or complaint.

To raise a technical concern the entity user can click on "Request Technical Support" (see Figure 20)

Figure 20



The entity user will submit a new technical support request by filling all mandatory fields marked with red star (see Figure 21) then click on Submit Ticket where a ticket number will be provided for entities reference (see Figure 22)

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Figure 21

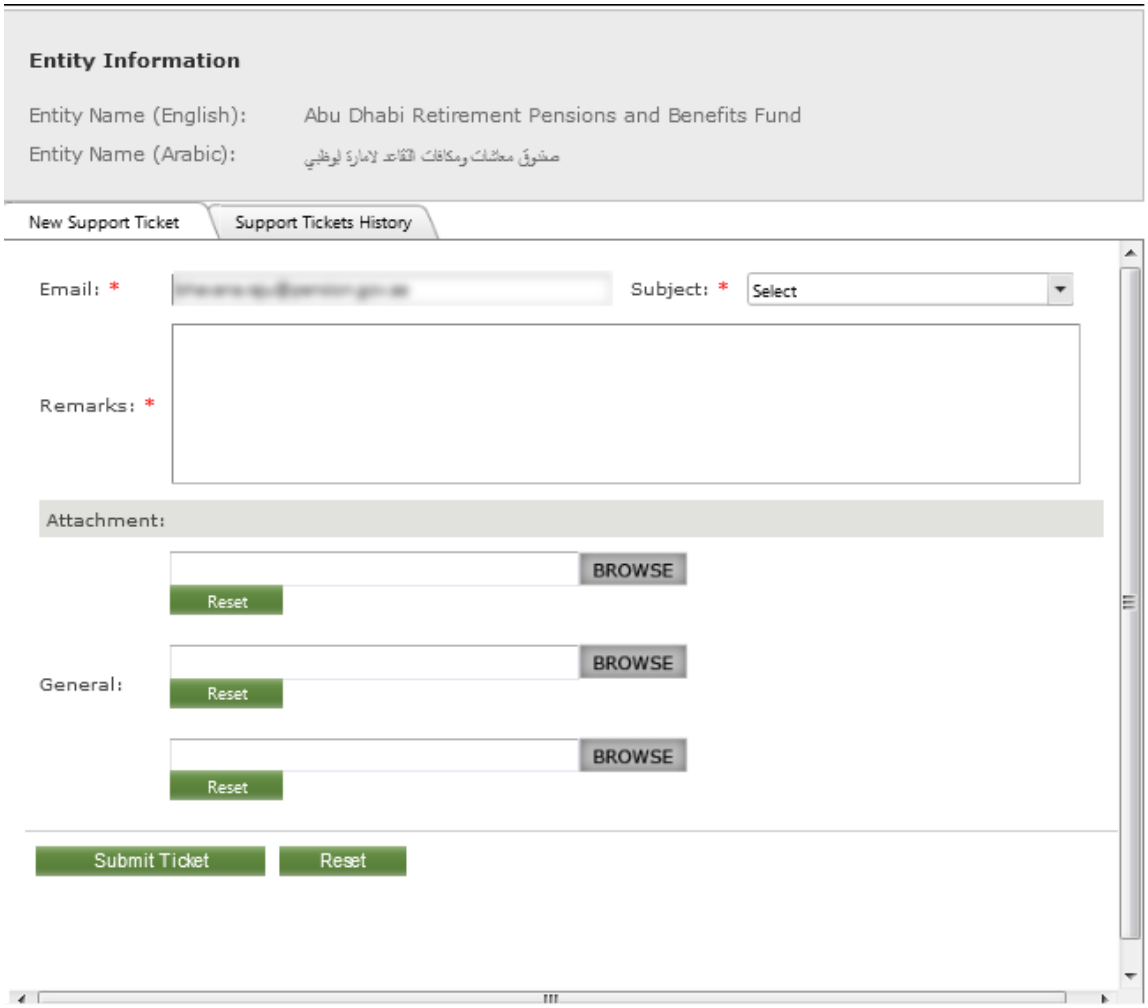

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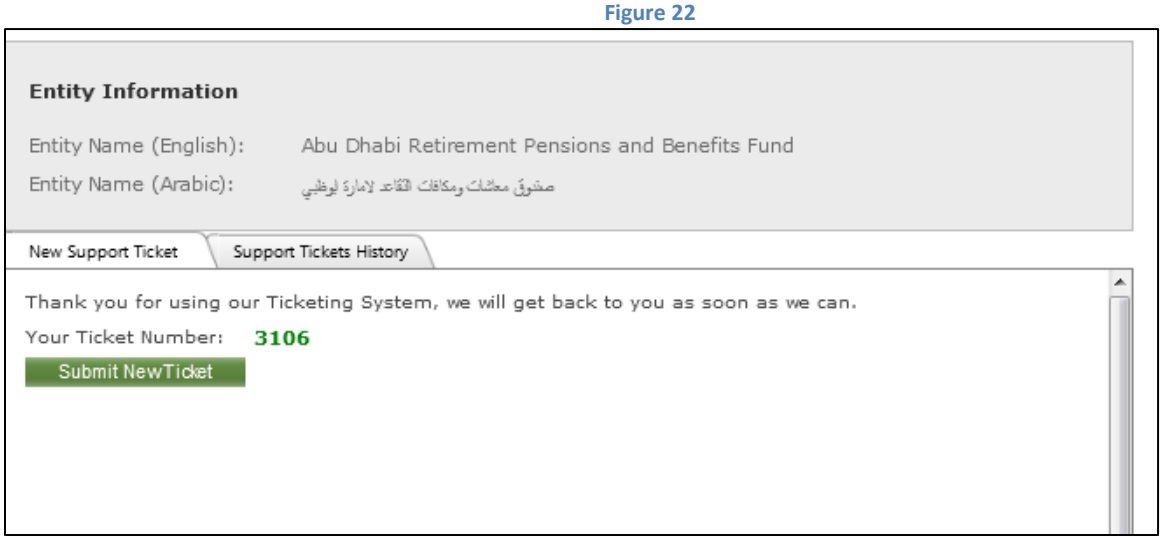
Figure 22


Entity Information
Entity Name (English): Abu Dhabi Retirement Pensions and Benefits Fund
Entity Name (Arabic): صندوق معاشات ومكافآت التقاعد لإمارة أبوظبي
New Support Ticket
Support Tickets History
Thank you for using our Ticketing System, we will get back to you as soon as we can.
Your Ticket Number: 3106
Submit NewTicket

Notes

- User May click on Submit NewTicket if he/she requires to make a new ticket

Entity user can check the old submitted requests details by clicking on "**Support Tickets History**" (see **Figure 23**)

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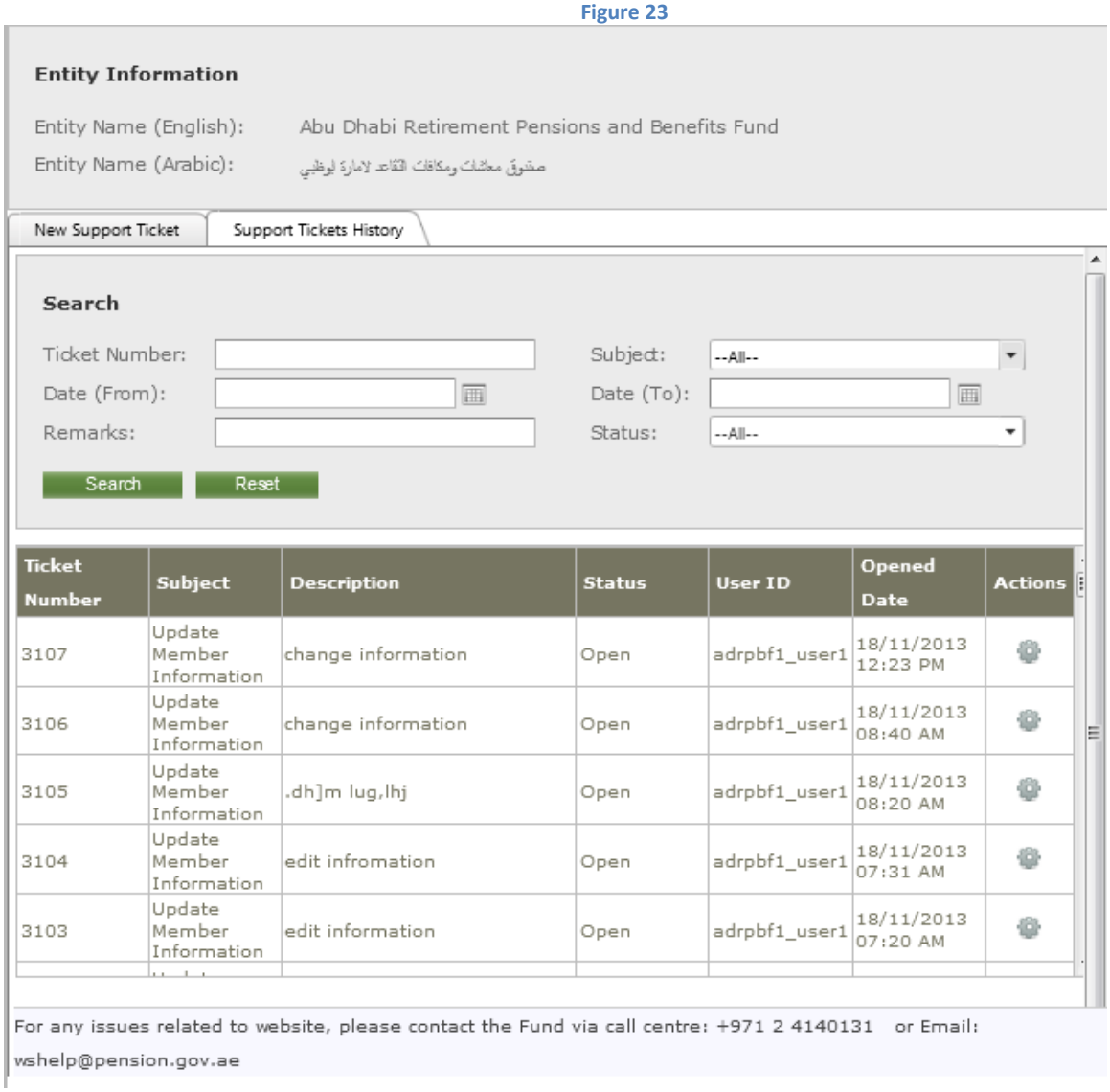
Figure 23


Entity Information
Entity Name (English): Abu Dhabi Retirement Pensions and Benefits Fund
Entity Name (Arabic): صندوق معاشات ومكافآت التقاعد لإمارة أبوظبي
New Support Ticket
Support Tickets History
Search
Ticket Number:
Subject: --All--
Date (From):
Date (To):
Remarks:
Status: --All--
Search
Reset
Ticket Number | Subject | Description | Status | User ID | Opened Date | Actions
3107 | Update Member Information | change information | Open | adrpbf1_user1 | 18/11/2013 12:23 PM
3106 | Update Member Information | change information | Open | adrpbf1_user1 | 18/11/2013 08:40 AM
3105 | Update Member Information | .dh]m lug,lhj | Open | adrpbf1_user1 | 18/11/2013 08:20 AM
3104 | Update Member Information | edit infromation | Open | adrpbf1_user1 | 18/11/2013 07:31 AM
3103 | Update Member Information | edit information | Open | adrpbf1_user1 | 18/11/2013 07:20 AM
For any issues related to website, please contact the Fund via call centre: +971 2 4140131 or Email: wshelp@pension.gov.ae

Notes

- Entity user can search using the Ticket Number, the Subject of the ticket, the date (From/To), the Status and the Remarks of the ticket.
- Entity user can click on **Reset** to clear all entered fields.

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Entity user can click on Actions to Edit, View or Delete any previously submitted requests (See Figure 24). By clicking on **View** the entity user can view the tickets details and all Follow-ups related to the same ticket (see Figure 25)

Figure 24

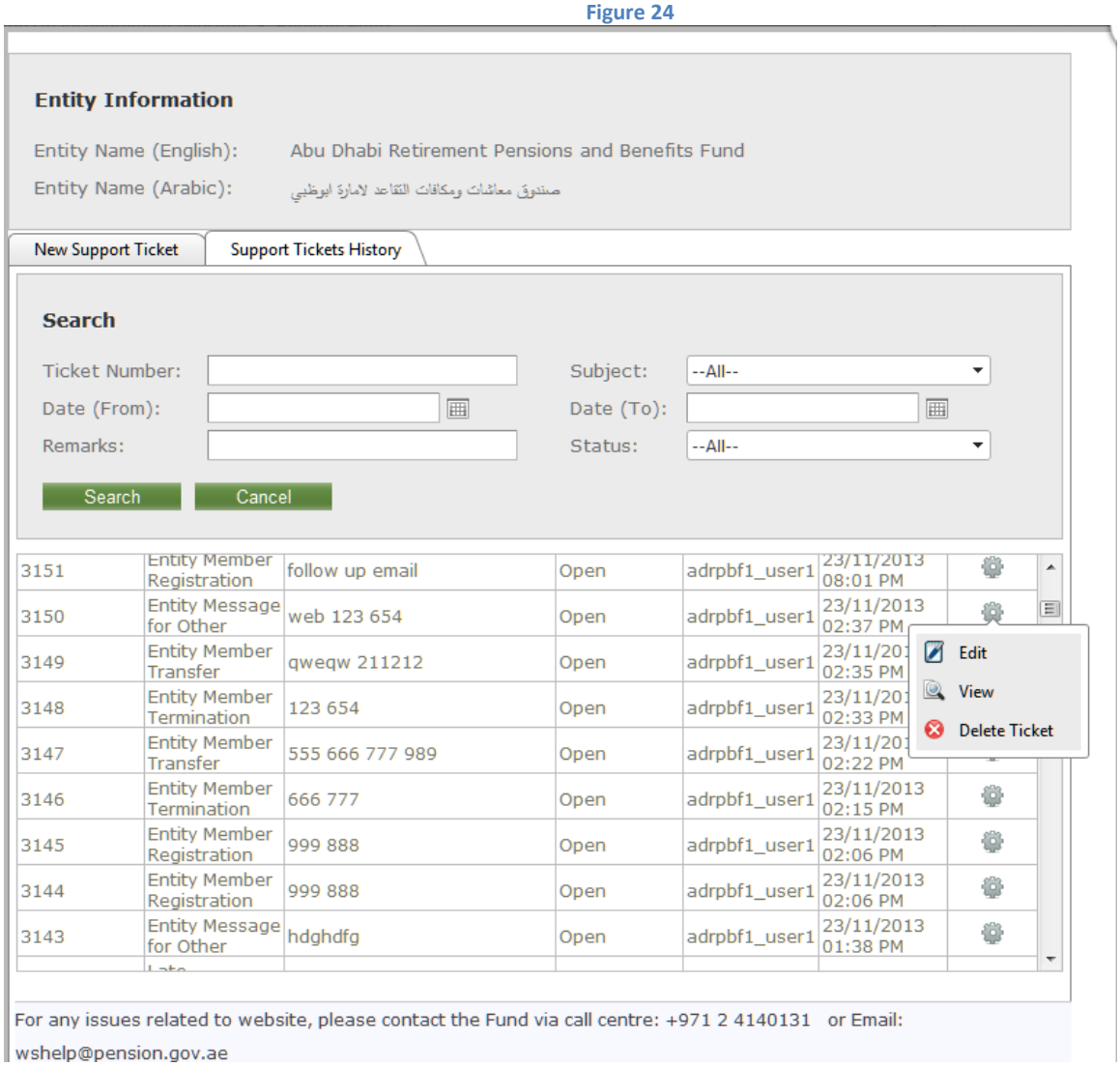
Entity Information
Entity Name (English): Abu Dhabi Retirement Pensions and Benefits Fund
Entity Name (Arabic): صندوق معاشات ومكافآت التقاعد لامارة ابوظبي
New Support Ticket
Support Tickets History
Search
Ticket Number:
Subject: --All--
Date (From):
Date (To):
Remarks:
Status: --All--
Search
Cancel
3151 Entity Member Registration follow up email Open adrpbf1_user1 23/11/2013 08:01 PM
3150 Entity Message for Other web 123 654 Open adrpbf1_user1 23/11/2013 02:37 PM
3149 Entity Member Transfer qweqw 211212 Open adrpbf1_user1 23/11/201 02:35 PM
3148 Entity Member Termination 123 654 Open adrpbf1_user1 23/11/201 02:33 PM
3147 Entity Member Transfer 555 666 777 989 Open adrpbf1_user1 23/11/201 02:22 PM
3146 Entity Member Termination 666 777 Open adrpbf1_user1 23/11/2013 02:15 PM
3145 Entity Member Registration 999 888 Open adrpbf1_user1 23/11/2013 02:06 PM
3144 Entity Member Registration 999 888 Open adrpbf1_user1 23/11/2013 02:06 PM
3143 Entity Message for Other hdghdfg Open adrpbf1_user1 23/11/2013 01:38 PM
Edit
View
Delete Ticket
For any issues related to website, please contact the Fund via call centre: +971 2 4140131 or Email:
wshelp@pension.gov.ae

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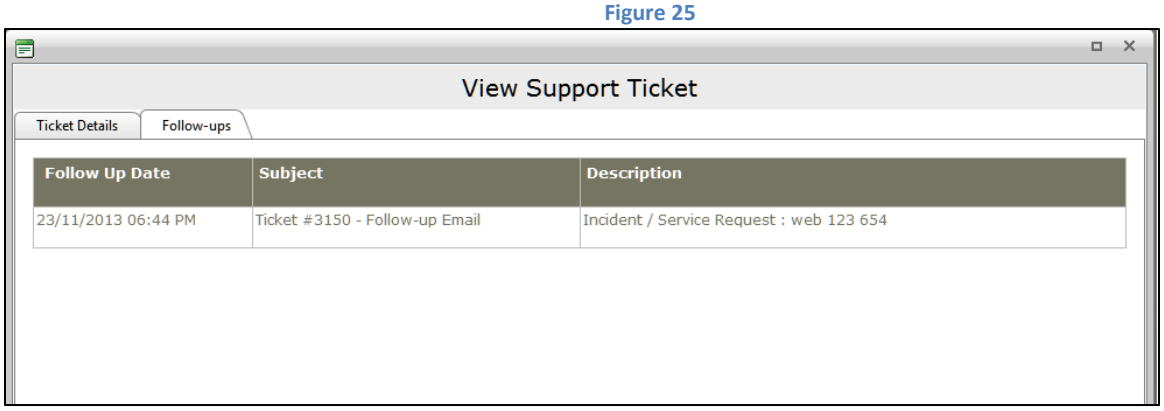
Figure 25



In case the entity user requires following up any ticket, he/she can initiate a new follow up request to Abu Dhabi Retirement Pension and Benefits Funds by clicking on **Edit** from the Actions list next to the desired ticket, then click on the highlighted Arrow (see **Figure 26**)

Figure 26

To send the follow up message the entity user should fill all the mandatory fields marked with red star (see **Figure 27**)

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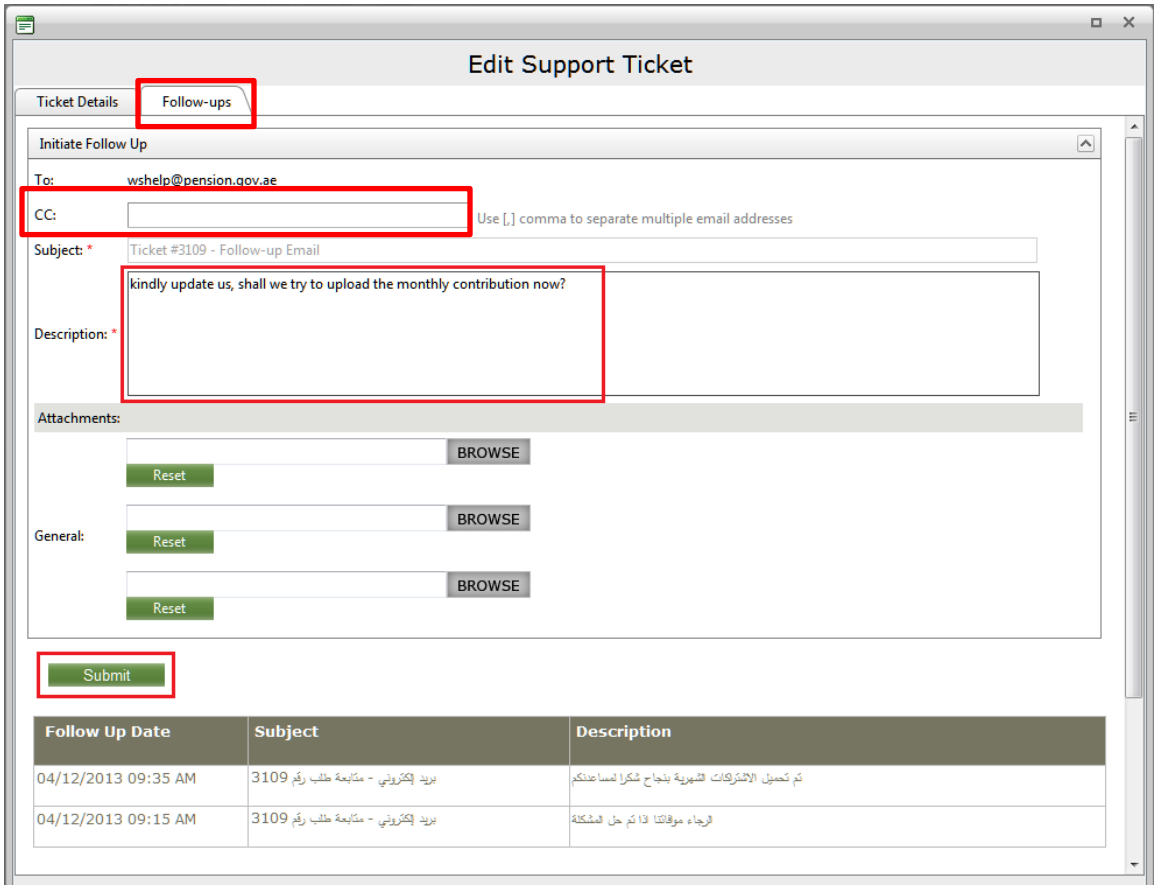
Notes

- Entity user can send a copy of his follow up message to many users by adding the desired email addresses in the (**CC**) field and by adding [,] comma to separate multiple email addresses (see **Figure 27**)

Figure 27



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1.4.2.1.6. LOGOUT

After using the Portal, user may click on button to leave the Portal.

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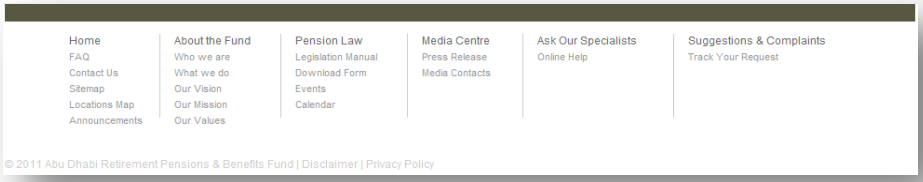
1.4.2.2. Footer

User can access the footer area (at bottom of the site). This provides links to the most commonly used services (see **Figure**).

Footer is divided into different areas as follows:

- **Home** – Contains sub links related to common pages of Portal.
- **About the Fund** –pages related to the Abu Dhabi Retirement Pensions & Benefits Fund organization.
- **Pension Law** – Pages related to the pension law and working procedures of the Abu Dhabi Retirement Pensions & Benefits Fund.
- **Media Centre** – Pages related to press releases and media.
- **Ask Our Specialist** – A service to connect and chat with online specialist.
- **Suggestion & Complaints** – A service for submitting suggestions and complaints. Also a link for tracking the submitted requests is provided.

Figure 28



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1.4.2.3. Print/Download

There is an option to print and download the available records on pages (e.g., inbox, outbox, draft, etc.).

User may use Print button to print the records on the page (clicking print button will start the default utility of Windows® to print the form).

Also, user may use Download buttons to download the records on the page in an MS-Excel or PDF format.

Notes

- can be used to download the records in MS-Excel format.
- can be used to download the records in MS-Word format.
- can be used to download the records in PDF format.
- When details of a completed request are downloaded in PDF format, an image stamp is also added to the PDF file to denote the status.

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1.4.2.4. Tracking Number

A unique number "Tracking Number" is generated upon successful submission of every request. Every submitted request will be identified by its tracking number and the tracking number will be the *main point of reference.* Tracking number is shown in **Figure** .

The Tracking Number can be used for tracking the submitted request (e.g., to check the status of the submitted request by using Track Your Request option).

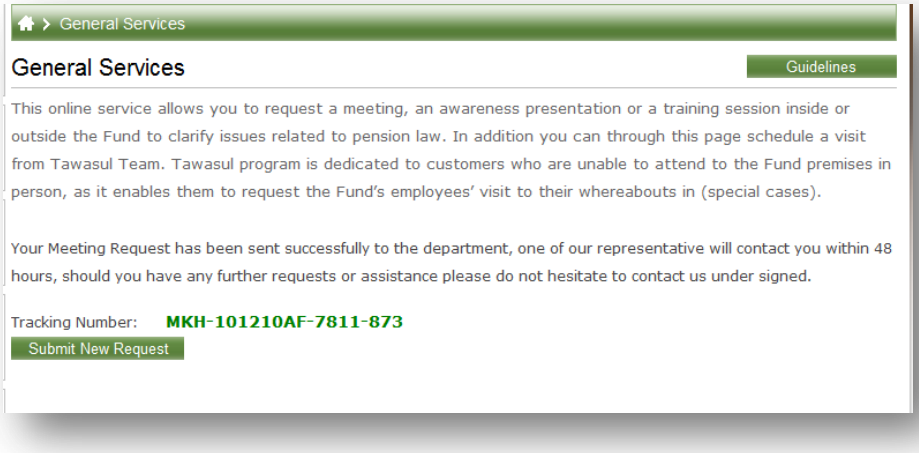
Notes

- Logged-in users can also track and view the requests from Inbox and Outbox sections.

Whenever the user contacts the Fund team, the tracking number will be the basic reference to be used during the communication regarding any request.

If user forgets the tracking number of the request, it can be recovered by clicking using the Get Tracking Number option on the Track Your Request page or by contacting the Fund**.**

Figure 29


General Services
General Services
Guidelines
This online service allows you to request a meeting, an awareness presentation or a training session inside or outside the Fund to clarify issues related to pension law. In addition you can through this page schedule a visit from Tawasul Team. Tawasul program is dedicated to customers who are unable to attend to the Fund premises in person, as it enables them to request the Fund's employees' visit to their whereabouts in (special cases).
Your Meeting Request has been sent successfully to the department, one of our representative will contact you within 48 hours, should you have any further requests or assistance please do not hesitate to contact us under signed.
Tracking Number: MKH-101210AF-7811-873
Submit New Request

When presented with the tracking number, user is also prompted if he requires to submit another request. A new request can be submitted by clicking on the Submit New Request button.

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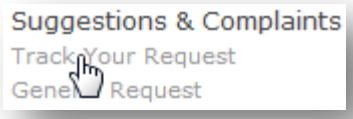
1.4.2.5. Track Your Request

Track your request service provides the functionality to track the status of submitted request.

To use this feature, user may click on:

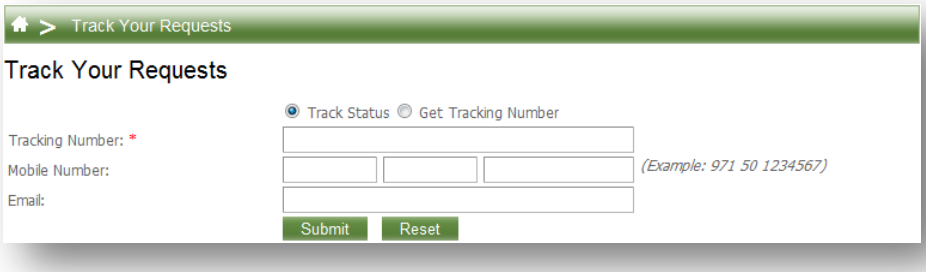
a. Track Your Request Link in the Footer (See Figure)

Figure 30



"Track Your Request" page will be opened (see Figure).

Figure 31



1.4.2.5.1. Track Status

Steps:

1. Open Track Your Request page.
2. Portal will open the page. Selected option by default is "Track Status".
3. Enter the Tracking number along with the mobile number or email address (provided by the user at the time of request submission).
4. Click Submit button. The status of the request will be shown (see Figure).

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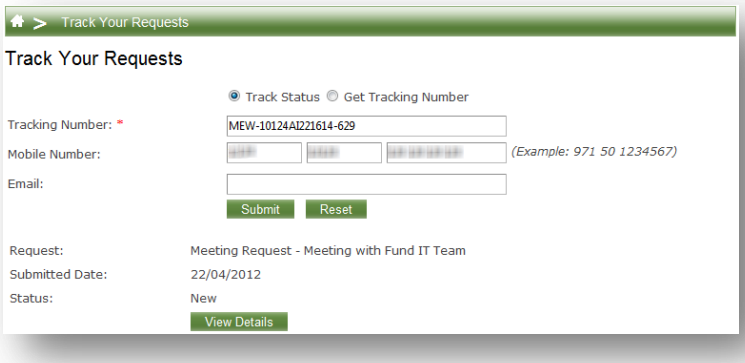
Figure 32



Notes

- Only valid input for mobile and email fields will be accepted.

User may click View Details button to open the details of the request (see Figure).

Figure 33

General Request for Meeting
Print
Download
Tracking Number: MKH-101210AF-7811-873
Submitted Date: 07/10/2012 08:11:30 AM
Submitted By: adrpbf1_user1(Abu Dhabi Retirement Pensions and Benefits Fund)
Request Type: Meeting
Status: New
Subject: Meeting with Fund IT Team
Request Priority: Low
No. of Attendees: 5
Entity Name: Abu Dhabi Retirement Pensions and Benefits Fund

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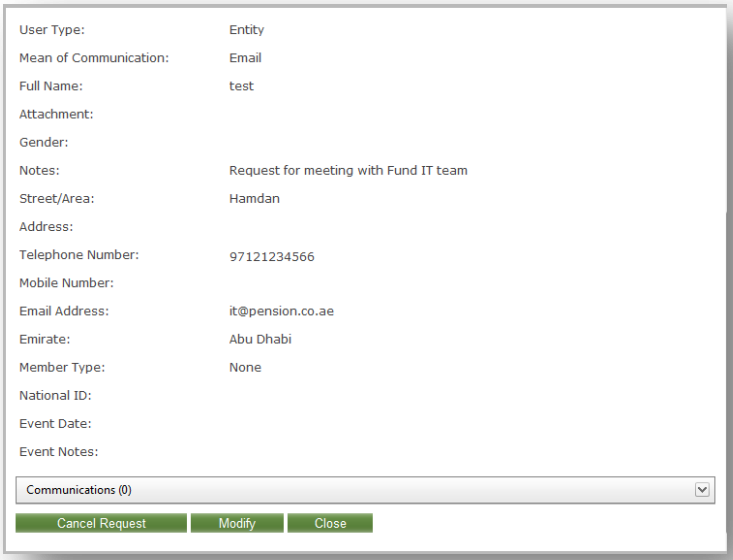

Notes

- If the request is not yet accepted or rejected by the Fund user, user may use Cancel Request button to cancel the submitted request or the Modify button to modify the submitted request.
- User will not be able to re-submit the "cancelled" request.

1.4.2.5.2. Get Tracking Number

This service will help the user to obtain the tracking number in case it was lost or forgotten.

Steps:

1. Open Track Your Request page.
2. Select the option "Get Tracking Number".
3. Select request type from the dropdown.
4. Enter the Mobile Number or Email Address and click Submit button.
5. Portal will send the tracking number to the mobile / email address and will show the relevant message (see Figure).

Figure 34

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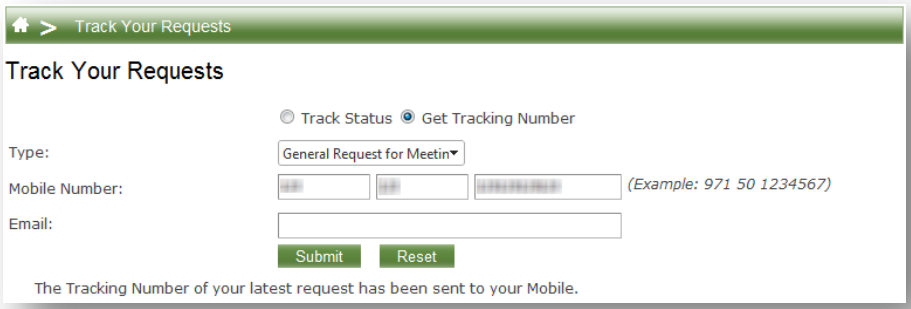

Notes

- At any step, user may click Reset button to clear the inputs.
- If more than one request for the same type with the same mobile number or email address Portal will only provide the last submitted requests tracking number.
- The tracking number will be sent only if the mobile numbers or email address was provided with the request

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1.4.3. Ask Our Specialist

Ask our specialist is an online chatting feature between **Abu Dhabi Retirement Pensions & Benefits Fund** experts and users for all types of enquiries. Users will be able to launch the chat window and Portal will route the conversation to the first expert available.

Notes

- For the logged-in user, available information (name, email, contact number etc.) will be auto-populated into the form. User may change the auto-populated information.
- For the logged-in user, no captcha will be shown while filling the form.
- For complete details of "Ask Our Specialist" service, user should refer to the "Public User Manual" document.

1.4.4. Entity Registration

Entity Registration is the feature to allow entities to submit the entity registration request. Entity can submit the request by filling the required information and attaching the required documents. On successful submission of the request, the Fund's team will review and analyze the request based on which the request will be accepted or rejected

Notes

- For the logged-in user, available information (name, email, contact number etc.) will be auto-populated into the form. User may change the auto-populated information.
- If a request for the same Entity Name already exists and is in process, Portal will not allow new registration.
- For complete details of "Entity Registration" service, user should refer to the "Public User Manual" document.

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1.4.5. General Request

This online service allows you to request a meeting, an awareness presentation or a training session inside or outside the Fund to clarify issues related to pension law. In addition you can through this page schedule a visit from Tawasul Team.

There are 4 types of requests which can be submitted.

- Presentation
- Tawasul
- Training
- Meeting

Notes

- Tawasul program is dedicated to customers who are unable to attend to the Fund premises in person, as it enables them to request the Fund's employees' visit to their whereabouts in (special cases).
- For the logged-in user, available information (name, email, contact number etc.) will be auto-populated into the may change the auto-populated information.
- For the logged-in user, no captcha will be shown while filling the form.
- For complete details of "General Request" service, user should refer to the "Public User Manual" document.

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1.4.6. Calculator

The application provides an online calculator for calculating the end of service benefits and gratuity. Calculator has two tabs – one is used to calculate the End of Services and other one is used for calculating the previous services benefits. Following is the details of both tabs.

1.4.6.1. First Tab: End of Service Benefits

This service allows calculating the assumed value of pension or gratuity based on the salary and period of service entered by the member.

1.4.6.2. Second Tab: Calculate Previous Services

This service allows calculating the value of payable amount against the added period based on the salary and the period entered by the member.

Notes

- For the logged-in user, all available information like salary, employment periods etc… will be auto-populated into the calculator. User may change the auto-populated information.
- For complete details of "Calculator" service, user can refer to the "Public User Manual" document.

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1.4.7. Suggestion / Complaint / Inquiry

This online service allows you to submit your suggestions, complaints and inquiries to be reviewed by the concerned employees at the Fund.

There are 3 types of requests can be generated by using this section;

- Suggestions
  - To submit the suggestion, review or feedback, user may use this module by selecting the type as “Suggestion”.
- Complaints
  - If user wants to complaint about anything regarding site, he may use this feature by selecting the type as “Complaint”.
- Inquiry
  - In case of any query or inquiry about the Portal and process of **Abu Dhabi Retirement Pensions & Benefits Fund**, user may select the type as “Inquiry” and submit the request.

Notes

- For the logged-in user, all available information like name, email, contact number etc… will be auto-populated into the form. User may change the auto-populated information.
- For the logged-in user, no captcha will be shown while filling the form.
- For complete details of “Suggestion/Complaint/Inquiry” service, user can refer to the “Public User Manual” document.

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2. ENTITY SERVICES

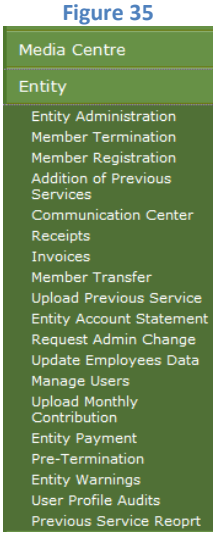
2.1. Entity Administration

This service allows entities to view and modify their entity's existing information.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under Entity menu, click on "Entity Administration". (See Figure).

Figure 35



3. A page will be opened showing the current information (see Figure)

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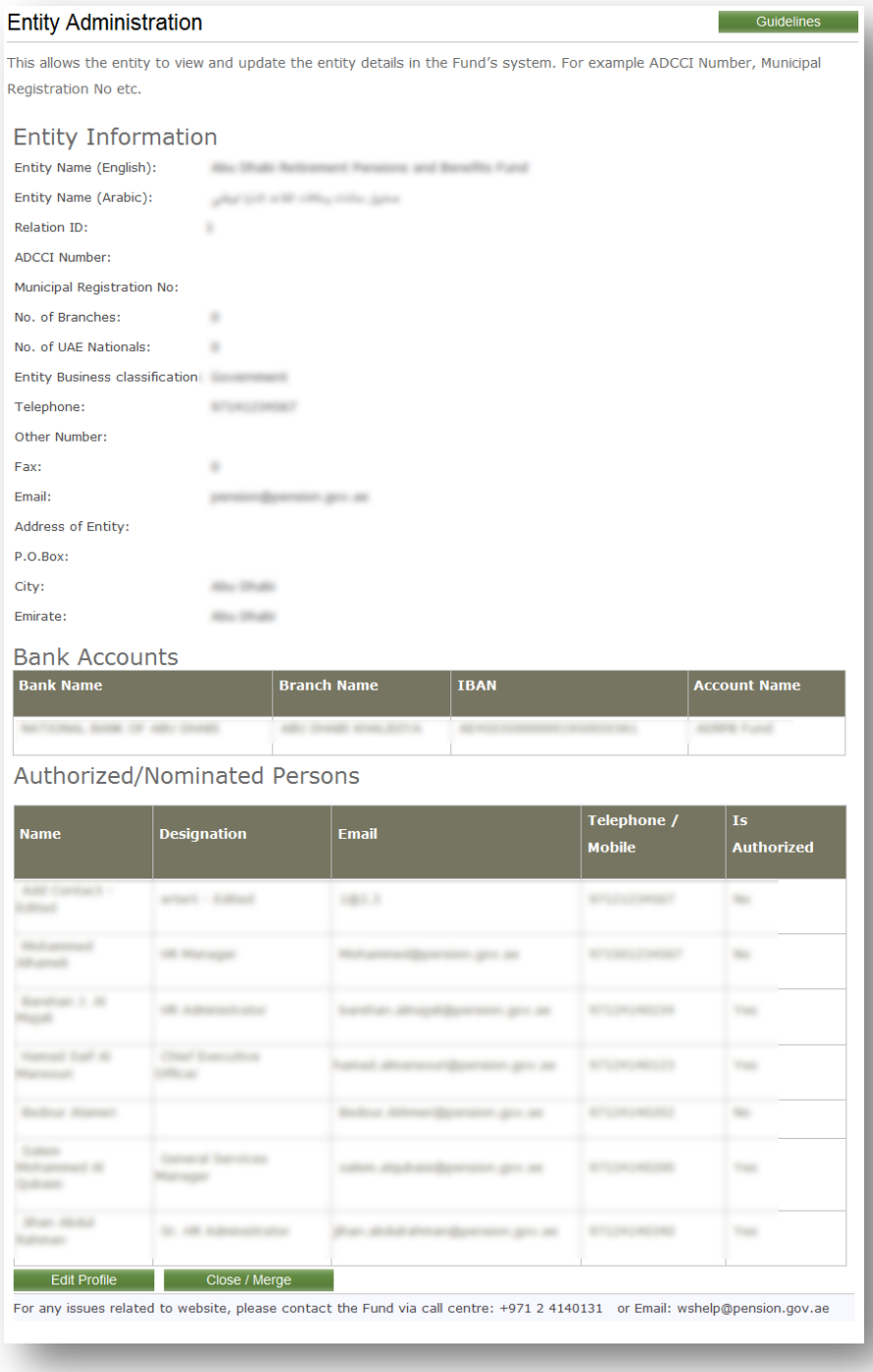
Figure 36



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2.1.1. First Option: Edit Profile

1. User clicks button Edit Profile.
2. Portal will open the entity information in edit mode and showing the currently available data.
3. Note that there are two types of fields.
    a. **Controlled fields** – These are fields marked with blue color caption. Any update in these fields will require approval from the Fund user. It is only after the approval, the data will be updated.
    b. **Simple fields** – These are fields which don't require Fund approval. Data will be updated immediately on submit.

Notes

- If both **Error! Reference source not found.** and **Error! Reference source not found.** are changed in the same request, Portal will save the **Error! Reference source not found.** data directly and will create a request for **Error! Reference source not found.** (to be approved by Fund)

4. The form is loaded with default values for some fields (based upon the settings). (See **Figure**). The following table describes the available fields:

Field Name	Optional	Description
Name of Entity (English)*	No	Name of the entity in English.
Name of Entity (Arabic)*	No	Name of the entity in Arabic.
ADCCI Number*	Yes	Abu Dhabi Chamber of Commerce and Industry (ADCCI) for entity.
Municipal Registration No*	Yes	Municipal registration number.
Telephone	Yes	Telephone of the entity.
Other Number	Yes	Any other contact number of the entity.
Fax	Yes	Fax number of the entity.
Email Address	Yes	Email address of the user.
Address of Entity	Yes	Complete address of the entity.
P.O. Box	Yes	P.O. Box number of the entity.
Emirate	Yes	Dropdown to select the Emirate for PO Box as: • Abu Dhabi • Dubai • Sharjah • Ajman • Umm Al Quwain • Ras Al Khaimah • Fujairah
City	Yes	Name of the city.
Name of the Authorized /	No	The name of the authorized or nominated person.

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nominated Person*		
Designation*	No	Designation of authorized or nominated person.
Email*	No	Email address of authorized or nominated person.
Telephone / Mobile*	No	Telephone or mobile number of authorized or nominated person.
Is Authorized	No	Yes – if the person is authorized to sign all official correspondence with the Fund for the entity. No – if the person is not authorized to sign official correspondence with the Fund for the entity.

- * = These fields are **Error! Reference source not found.**

Notes

- Multiple records can be added for authorized and nominated persons. User just needs to click Add button after each record.
- At least one record for nominated person or authorized person must be entered.
- Added records for authorized and nominated persons can be updated and deleted by using ⚙ button under "Action" column.

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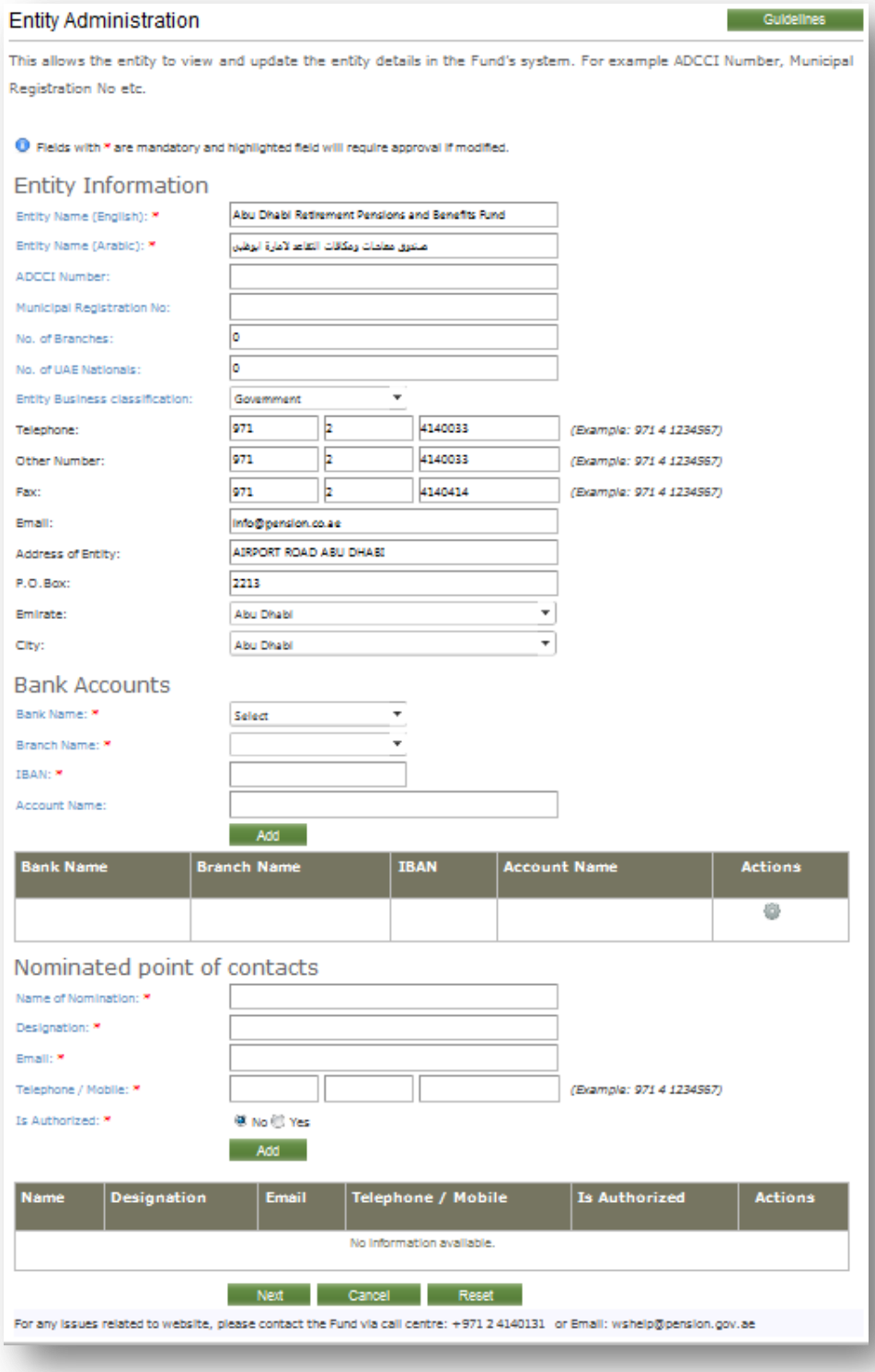
Figure 37



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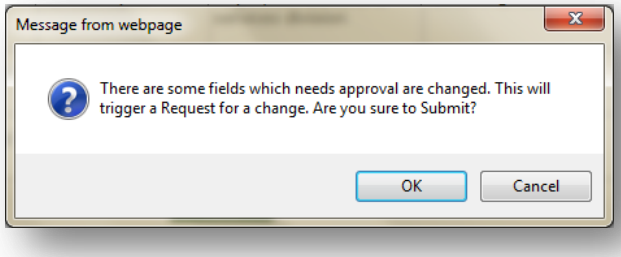
5. User may change the information and click Next button to update the information.

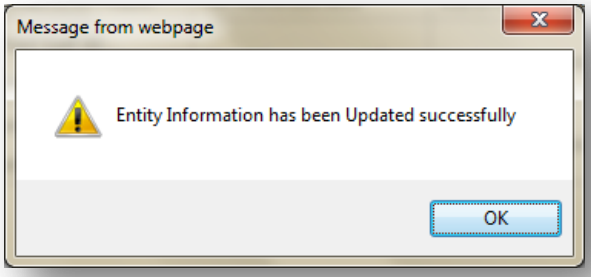
   a. To discard the changes made, user can click on the Reset button.
   b. If there is any update in **Error! Reference source not found.**, then a message will be shown (Figure) and user must confirm the update in order to submit the request, otherwise, the update request will not be submitted.

Figure 38


Message from webpage
There are some fields which needs approval are changed. This will trigger a Request for a change. Are you sure to Submit?
OK
Cancel

   c. If there is a change in **Error! Reference source not found.**, Portal will save the changes immediately (without approval from Fund) and a message will be shown for successful data update (see Figure).

Figure 39



Notes

- If there is no change in the current information and user clicks the Next button, the Portal will show a message that there is no update made with the information.
- All mandatory fields must be filled with valid values before submitting.

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- If both **Error! Reference source not found.** and **Error! Reference source not found.** are changed in the same request, the Portal will save the **Error! Reference source not found.** data immediately and create the request for **Error! Reference source not found.**data (in this case, the data will be updated after the approval of the request from the Fund).
- If there is any previous entity update request which is submitted and not completed or cancelled, entity user will be alerted and will not be able to submit the new request.

6. At the last step of information update process, user will be asked to attach required documents (see **Figure**). The following table describes the available fields:

Field Name	Optional	Description
Authorization to Sign and Super User Certificate	No Yes	If a new record is added or existing authorized / nominated point of contact record is changed name, this field becomes mandatory.
Commercial License and Membership Certificate at the ADCC	No Yes	• If ADCCI Number / Municipality Registration Number are changed, this field becomes mandatory. • If the name of entity is changed, any one of the "Commercial License and Membership Certificate at the ADCC" **OR** "Emiri decree / Articles of incorporation & Regulatory Principle" is mandatory.
Emiri decree / Articles of incorporation & Regulatory Principle	No Yes	If the name of entity is changed, any one of the "Commercial License and Membership Certificate at the ADCC" **OR** "Emiri decree / Articles of incorporation & Regulatory Principle" is mandatory.
General	No	This option is provided for general attachment. User may attach any other supporting letter/certificate.

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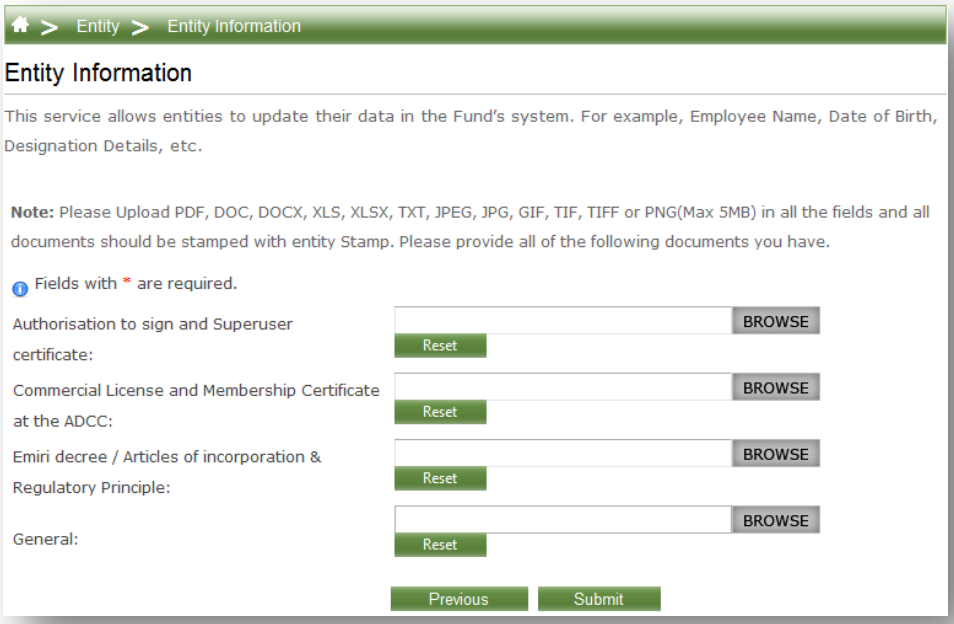
Figure 40


Entity > Entity Information
Entity Information
This service allows entities to update their data in the Fund's system. For example, Employee Name, Date of Birth, Designation Details, etc.
Note: Please Upload PDF, DOC, DOCX, XLS, XLSX, TXT, JPEG, JPG, GIF, TIF, TIFF or PNG(Max 5MB) in all the fields and all documents should be stamped with entity Stamp. Please provide all of the following documents you have.
Fields with * are required.
Authorisation to sign and Superuser certificate:
BROWSE
Reset
Commercial License and Membership Certificate at the ADCC:
BROWSE
Reset
Emiri decree / Articles of incorporation & Regulatory Principle:
BROWSE
Reset
General:
BROWSE
Reset
Previous
Submit

Finalized: Submission Successful

After successful submission of the request, for the purpose of tracking and further reference, a Tracking Number will be generated. User is also prompted if he wishes to submit another request.

2.1.2. Option two: Close/Merge

1. User clicks button Close / Merge
2. Portal will open the entity information in Close/Merge mode and showing the currently available data.
3. The form is loaded with "Entity Close" Option by default (see Figure). The following table describes the available fields:

Field Name	Optional	Description
Type	No	Type of the request
Close Date	No	The date when the entity will be Close
Reasons	No	Mention the reasons of closing the entity
General	No	General attachments

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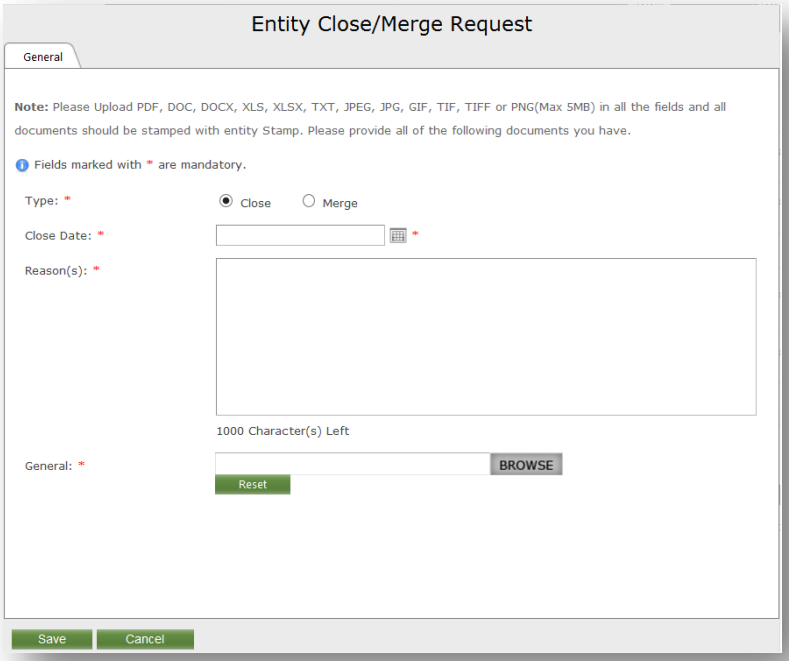
Figure 41


Entity Close/Merge Request
General
Note: Please Upload PDF, DOC, DOCX, XLS, XLSX, TXT, JPEG, JPG, GIF, TIF, TIFF or PNG(Max 5MB) in all the fields and all documents should be stamped with entity Stamp. Please provide all of the following documents you have.
Fields marked with * are mandatory.
Type: *
Close
Merge
Close Date: *
Reason(s): *
1000 Character(s) Left
General: *
BROWSE
Reset
Save
Cancel

4. User may choose “Merge” (see Figure). The following table describes the available fields:

Field Name	Optional	Description
Type	No	Type of the request
Merge Date	No	The date when the entity merged
Reasons	No	Mention the reasons of merging
New Entity Name	No	The Name of the new Entity
General	No	General attachments

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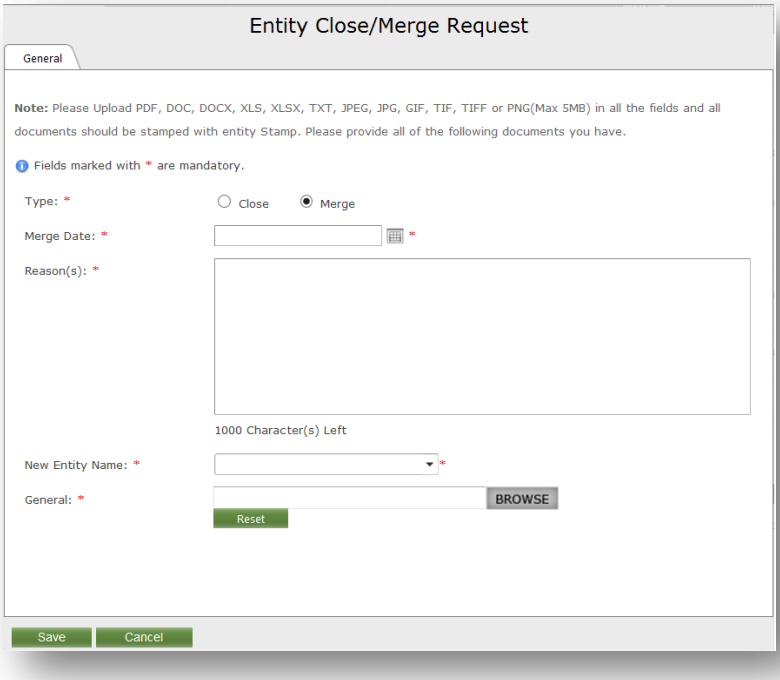
Figure 42


Entity Close/Merge Request
General
Note: Please Upload PDF, DOC, DOCX, XLS, XLSX, TXT, JPEG, JPG, GIF, TIF, TIFF or PNG(Max 5MB) in all the fields and all documents should be stamped with entity Stamp. Please provide all of the following documents you have.
Fields marked with * are mandatory.
Type: *
Close
Merge
Merge Date: *
Reason(s): *
1000 Character(s) Left
New Entity Name: *
General: *
BROWSE
Reset
Save
Cancel

2.2. Member Registration

This service allows the entities that are subject to the Law of Abu Dhabi Retirement Pension & Benefit Fund to register their UAE national with the Fund.

Steps:

1. Access the Fund online Portal.
2. Under Entity menu, click on “Member Registration” (see Figure).

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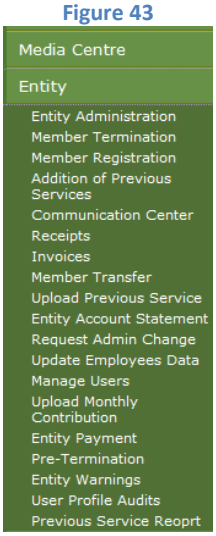
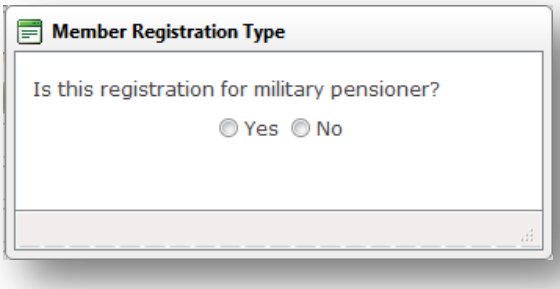
Figure 43



3. Portal will prompt the user if the registration is for a military pensioner. (See **Figure**).

Figure 44



4. If Yes is selected, additional prompt is displayed. (See **Figure**).

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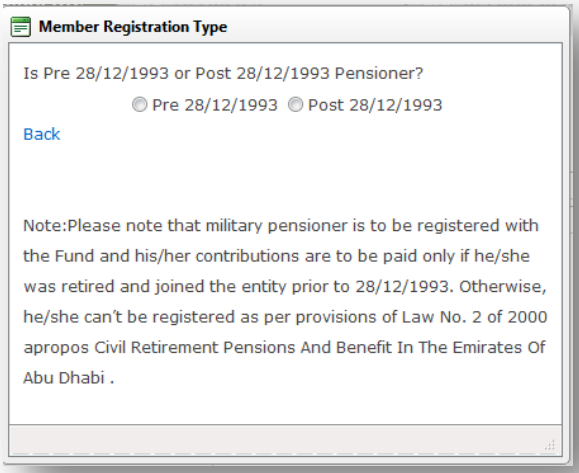
Figure 45


Member Registration Type
Is Pre 28/12/1993 or Post 28/12/1993 Pensioner?
Pre 28/12/1993
Post 28/12/1993
Back
Note:Please note that military pensioner is to be registered with the Fund and his/her contributions are to be paid only if he/she was retired and joined the entity prior to 28/12/1993. Otherwise, he/she can't be registered as per provisions of Law No. 2 of 2000 apropos Civil Retirement Pensions And Benefit In The Emirates Of Abu Dhabi .

There are two types of member:

i. Civilian or (Military Pensioner (Pre-1993))
ii. Military Pensioner (Post-1993)

2.2.1. Member Type: Civilian or Military Pensioner (Pre-1993)

This option must be selected to register the national employees who are civilian or military pensioners (pre-1993).

2.2.1.1. First Step: Member's Demographic Details

As shown in Figure, user has to fill out the demographic details of the member.

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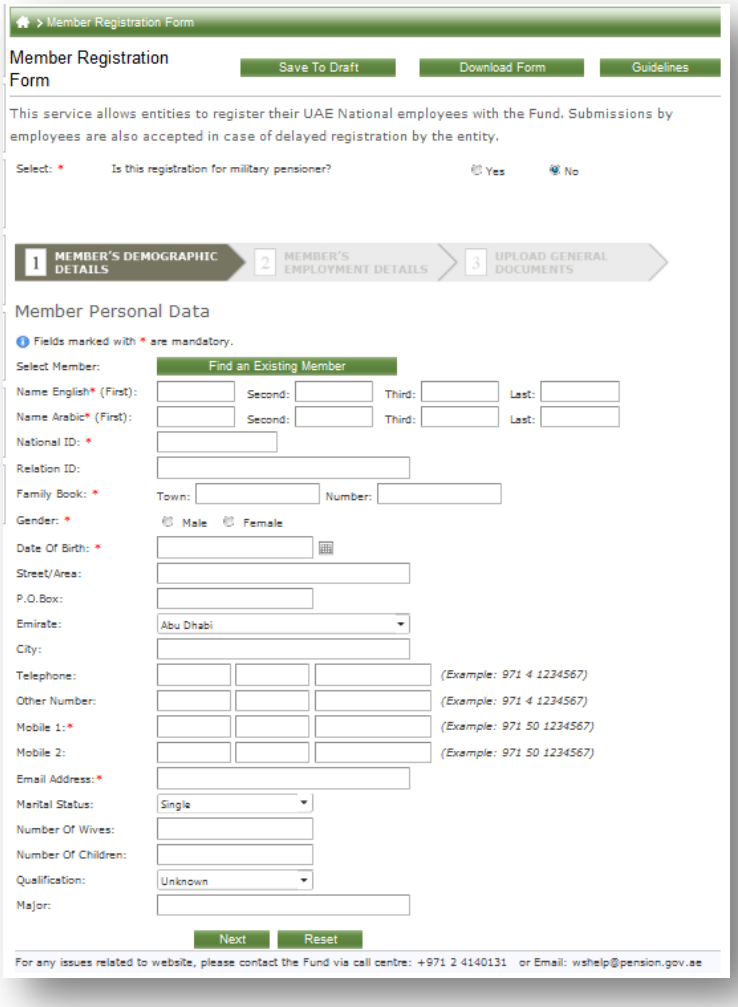
Figure 46



The following table describes the available fields:

Field Name	Optional	Description
Name English	No	English name of the member as in National ID
Name Arabic	No	Arabic name of the member as in National ID
National ID	No	National ID of the member.
Relation ID	Yes	Relation ID is unique number assigned by the **Abu Dhabi Retirement Pensions & Benefits Fund** Portal. User can leave this field blank if relation id is not known for the member
Family Book	No	Family book of the member. (Town number and family book number)
Gender	No	Gender of the member.

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Date of Birth	No	Date of birth of the member.
Street / Area	Yes	Address of the member in terms of street and area.
P.O. Box	Yes	P.O. Box of the member.
Emirate	Yes	Dropdown to select the Emirate for PO Box: • Abu Dhabi • Dubai • Sharjah • Ajman • Umm Al Quwain • Ras Al Khaimah • Fujairah
City	Yes	Name of the city for PO Box
Telephone	Yes	Telephone number.
Other Number	Yes	Any other contact number.
Mobile 1	No	Mobile number.
Mobile 2	Yes	Any other mobile number.
Email	No	Email address of the member
Marital Status	Yes	Marital status of the member should be selected as: • Single • Married • Divorced
Number of Wives	Yes	The number of wives of the member.
Number of Children	Yes	The number of Children of the member.
Qualification	Yes	Qualification should be selected from dropdown list as: • Primary • Preparatory • Secondary • Certified • Diploma • Higher Degree • Bachelor • Master • PhD • Professor • University • Illiera • Elementary • Higher College • InjazCe.
Major*	Yes	The major area of education of the member.

Notes

- Member name should be the same as in the National ID. family name is not mandatory (if employee name in NID contain 5 names)

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- Enter the Relation ID if it is available; otherwise, leave the Relation ID field blank.
- The system validates the National ID, and it's worth mentioning that any form cannot be processed without a valid National ID.
- In case of delay in member registration, additional charges will be applied as per the Pension Law. For cases where ADRPBF waives such additional charges, the system will notify the entity by email and will also create additional charges waived message in the entity's Inbox. The same message will be shown in the relevant requests where the additional charges were applied.
- If there is any previous registration request for the same member (with same national id or name and Date of birth) which is submitted and not completed or cancelled, entity user will be alerted and will not be able to submit the new request.

User may use the following options on 1st step:

a. **Find an Existing Member**:

i. User may retrieve the data of an existing member by clicking on the Find an Existing Member button. Portal will show a popup screen with below options for searching the member (see **Figure**).

- **By Name** – User will be able to search for a member by entering the name.
- **Employment Number** – User will be able to use the employment number to search the member record. Employment number should be as submitted in the contribution file
- **Relation ID** – User can search the member by entering the Relation ID.
- **National ID** – User can search the member by entering the national ID.

ii. After entering the search criteria, click the Search button.

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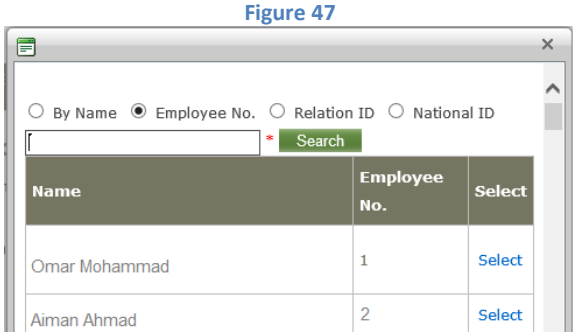
Figure 47



iii. User will have to click the Select button to load the information of that member in the main form. After loading the member information, user can proceed with editing the data if needed.

After filling the required information, user may click on the Next button to proceed to the next step or may click on the Reset button to clear the form.

2.2.1.2. Second Step: Member's Employment Details

As shown in Figure, user has to fill out the employment details of the member for whom the request is being submitted.

The following table describes the available fields:

Field Name	Optional	Description
Employment No	No	Enter the Employment Number of the member. It should be the same as in the contribution file.
Date of Joining	No	Date of joining for current service.
Designation	No	Current designation of member.
Date of Participation	No	The date of participation or the date when the member started the contribution with Fund.
Please clarify if the Member is:	No	Select one from the following: • None • Seconded (if member is seconded from another entity) • Transferred (if member is transferred from another entity)
Transferred from Entity Name*	No	The name of entity from where the member was transferred.
Date of Transfer	No	The transfer date.
Seconded from Entity Name**	No	The name of entity from where the member was seconded.
Seconded Date**	No	Seconded Date.
Previous Employer	Yes	The name of previous employer (if any).
Does the Member	Yes	Select either member is receiving the pension

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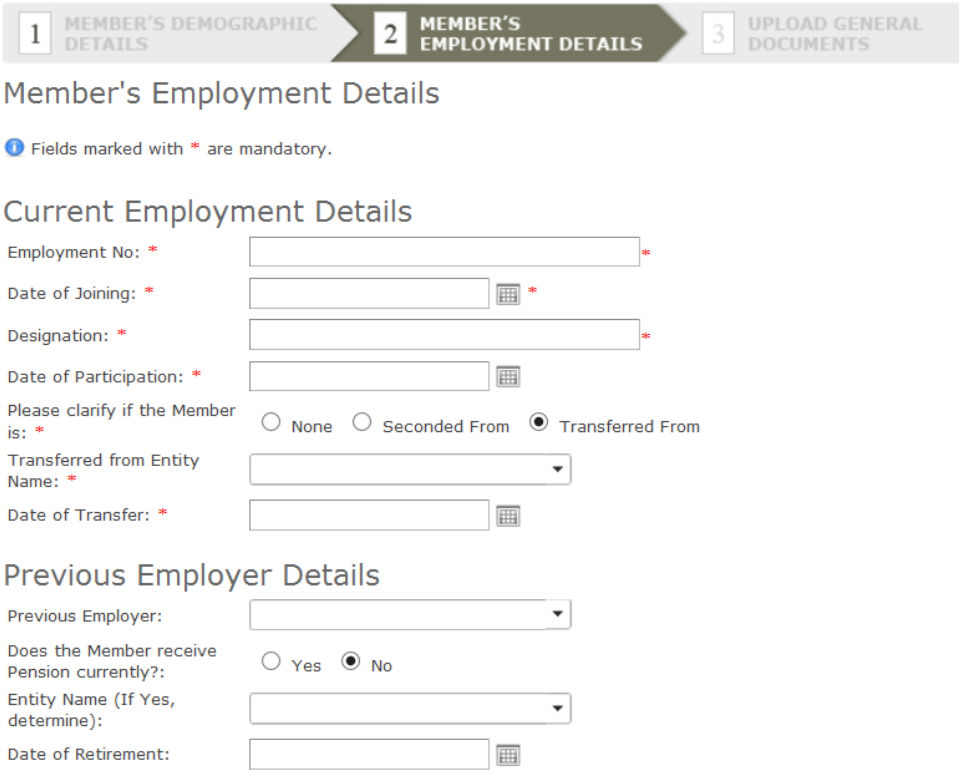
receive Pension currently?		currently or not: • Yes • No
Entity Name (If Yes, determine)	Yes No~	The name of entity who is paying the pension (If member is receiving pension currently)
Date of Retirement	Yes No~	If the member is receiving pension, date of retirement will be entered in this field.

- * = Only shown when member is mentioned as Transferred.
- ** = Only shown when member is mentioned as Seconded.
- ~ = Field required if question answer = Yes.

Notes

- Null or invalid values are not allowed.
- Mandatory fields must be filled with valid data before proceeding to next step.
- In the date field it's invalid to enter future date.
- Age of member at the time of joining should be at least 18 years.

Figure 48



2.2.1.3. Third Step: Upload General Documents

This is the last step of the registration process (See Figure). Upload the required documents related to the member for whom the request is being submitted.

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The following table describes the available fields:

Field Name	Optional	Description
National ID	No	Attach a copy of national ID.
Family Book dated prior to the date of joining and current Family Book (if different)	No	Attach a copy of the Family Book. prior to the date of joining and current Family Book (if different) as one document
Medical Report	Yes	Attach a copy of the medical report. If no report is attached, a message will be displayed to the user "to submit the document later".
Active Employment Contract	Yes	It's only mandatory to activate for private sector
Employment Contract Number	Yes	Enter the employment contract number, it's mandatory when you want to activate employment contract.
Employment Contract	Yes	Attach a copy of the employment contract
Transfer Letter	Yes	Attach a copy of the confirmation letter from the ADBRPF indicating the member transfer. This document is not mandatory by default. This becomes mandatory for transferred/seconded cases or when the Transfer/Seconded fields are entered.
General	Yes	Attach any attachment not listed above.
Note	Yes	Comments or notes to appear on the request.

Notes

- Activate Employment Contract:
  - activating employment contract is for private sector only
  - when "Activate Employment Contract" checked, the following two fields ("Employee Contract Number" and "Employment Number") becomes mandatory
- If an unregistered member draft exists for the same member (with the same National ID) and request type, the system will automatically delete this draft.

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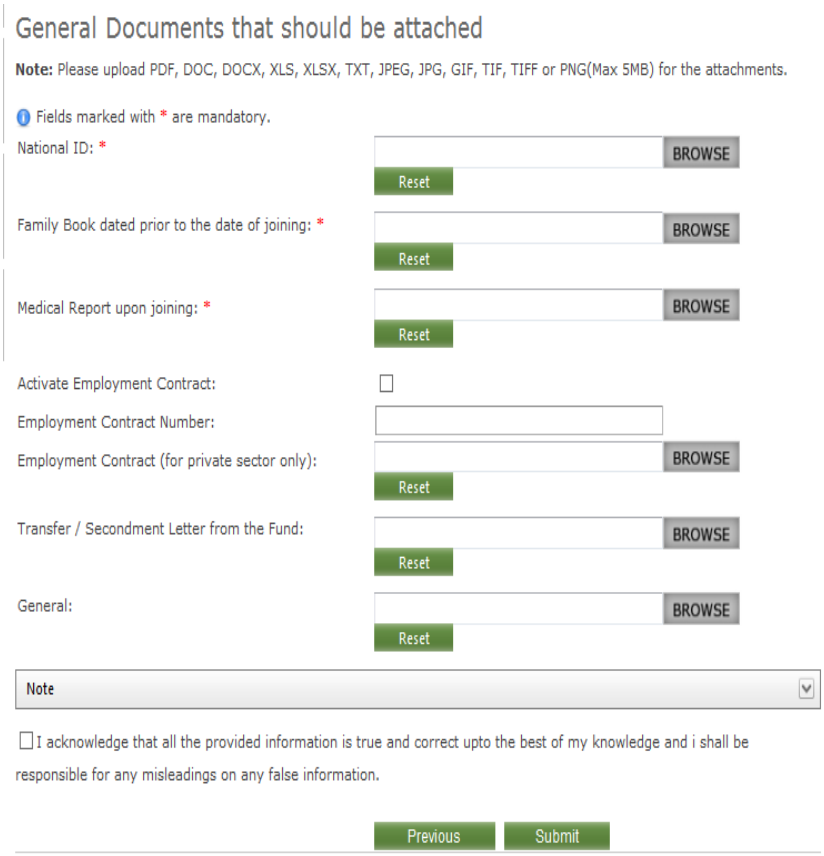
Figure 49


General Documents that should be attached
Note: Please upload PDF, DOC, DOCX, XLS, XLSX, TXT, JPEG, JPG, GIF, TIF, TIFF or PNG(Max 5MB) for the attachments.
Fields marked with * are mandatory.
National ID: *
BROWSE
Reset
Family Book dated prior to the date of joining: *
BROWSE
Reset
Medical Report upon joining: *
BROWSE
Reset
Activate Employment Contract:
Employment Contract Number:
Employment Contract (for private sector only):
BROWSE
Reset
Transfer / Secondment Letter from the Fund:
BROWSE
Reset
General:
BROWSE
Reset
Note
I acknowledge that all the provided information is true and correct upto the best of my knowledge and i shall be responsible for any misleadings on any false information.
Previous
Submit

Finalized: Submission Successful

After successful submission of the request, for the purpose of tracking and further reference, a Tracking Number will be generated. User is also prompted if he requires to submit another request. (See **Figure**).

Notes

- Delayed Registration Fine
  - - The extra fees start after 10 calendar days from the member joining date.
  - - The extra fees will be 100AED for each day of delay.
- Submit new request allow the user to submit another request for another member.
- If an unregistered member draft exists for the same member (with the same National ID) and request type, the system will automatically delete this draft.

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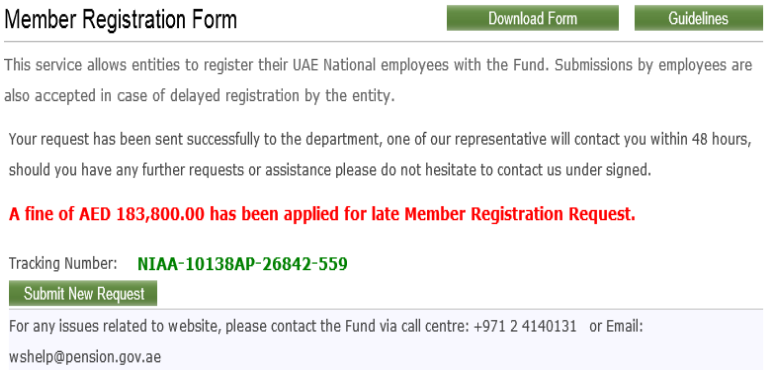
Figure 50


Member Registration Form
Download Form
Guidelines
This service allows entities to register their UAE National employees with the Fund. Submissions by employees are also accepted in case of delayed registration by the entity.
Your request has been sent successfully to the department, one of our representative will contact you within 48 hours, should you have any further requests or assistance please do not hesitate to contact us under signed.
A fine of AED 183,800.00 has been applied for late Member Registration Request.
Tracking Number: NIAA-10138AP-26842-559
Submit New Request
For any issues related to website, please contact the Fund via call centre: +971 2 4140131 or Email: wshelp@pension.gov.ae

2.2.2. Member Type: Military Pensioner (Post -1993)

This option can be selected to register national employees who are military pensioner (post-1993).

2.2.2.1. First Step: Member's Demographic Details

As shown in Figure, user has to fill out the demographic details of the member for whom the request is being submitted.

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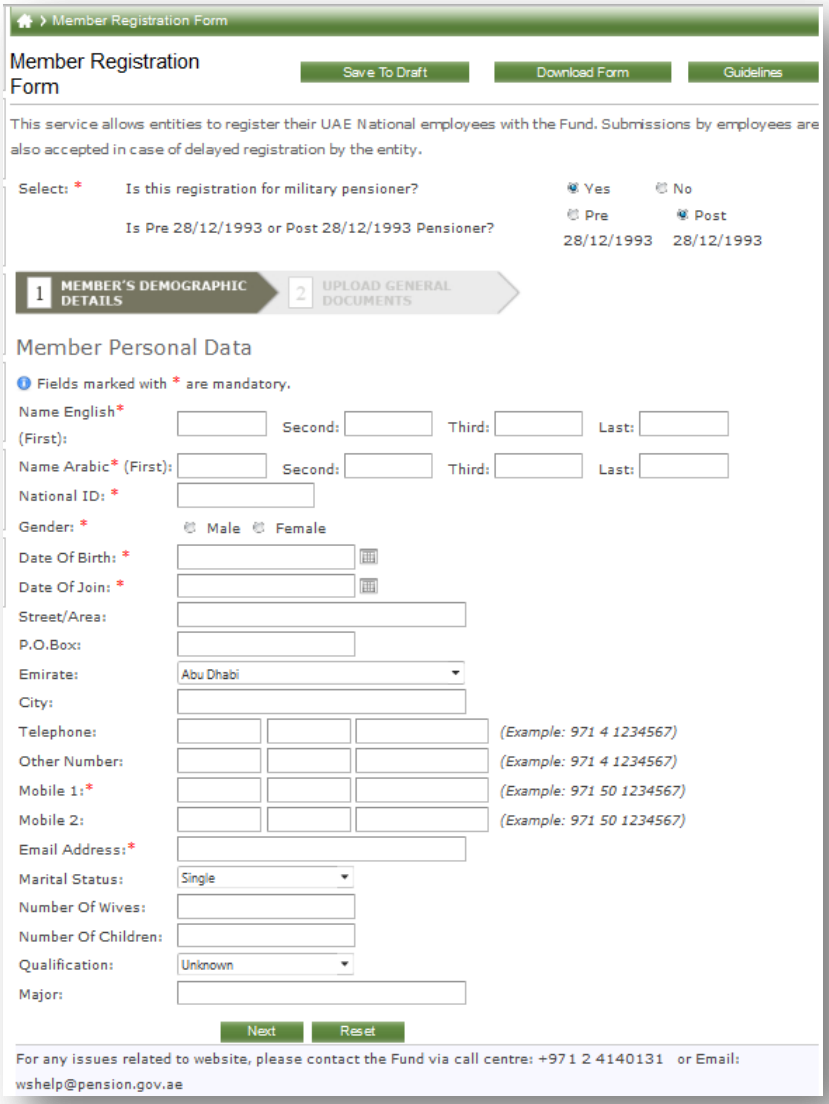
Figure 51



The following table describes the available fields:

Field Name	Optional	Description
Name English	No	English name of the member as in National ID
Name Arabic	No	Arabic name of the member as in National ID
National ID	No	National ID of the member
Gender	No	Gender of the member.
Date of Birth	No	Date of birth of the
Date of Join	No	Date of Joining the current service

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Street / Area	Yes	Address of member in terms of street / area.
P.O. Box	Yes	P.O. Box of the member
Emirate	Yes	Dropdown to select the Emirate for PO Box: • Abu Dhabi • Dubai • Sharjah • Ajman • Umm Al Quwain • Ras Al Khaimah • Fujairah
City	Yes	Name of the city for PO Box
Telephone	Yes	Telephone number.
Other Number	Yes	Any other contact number.
Mobile 1	No	Mobile number.
Mobile 2	Yes	Any other mobile number of the member if any.
Marital Status	Yes	Marital status of the member should be selected as: • Single • Married • Divorced • Widow/Widower
Number of Wives	Yes	The number of wives of the member.
Number of Children	Yes	The number of Children of the member.
Qualification	Yes	Qualification should be selected from the dropdown list as below: • Primary • Preparatory • Secondary • Certified • Diploma • Higher Degree • Bachelor • Master • PhD • Professor • University • Illiera • Elementary • Higher College • InjazCe.
Major	Yes	The major area of expertise for the member.

Notes

- Null or invalid values are not allowed.
- The system validates the National ID, and it's worth mentioning that any form cannot be processed without a valid National ID.

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- Mandatory fields must be filled with valid data before proceeding to next step.
- Age of member at the time of joining should be at least 18 years.
- Date of Joining should be equal to or before 28/12/1993.
- If there is any previous registration request for the same member (with same national id or name and Date of birth) which is submitted and not completed or cancelled, entity user will be alerted and will not be able to submit the new request

After filling the required information, user may click on the Next button to proceed to the next step or may click on the Reset button to clear the form.

2.2.2.2. Second Step: Upload General Documents

Upload the required documents for this request (see Figure).
The following table describes the available fields:

Field Name	Optional	Description
National ID	Yes	Attach a copy of the National ID.
Active Employment Contract	Yes	It's mandatory to activate only for private sector
Employment contact number	Yes	Enter the employment contract number, its mandatory when you want to activate employment contract
Employment contact	Yes	Attach a copy of the employment contract, its mandatory when you want to activate employment contact
Military Pensioner ID Card	No	Attach a copy of military pensioner ID Card.
Note	Yes	Comments or notes to appear on the request.

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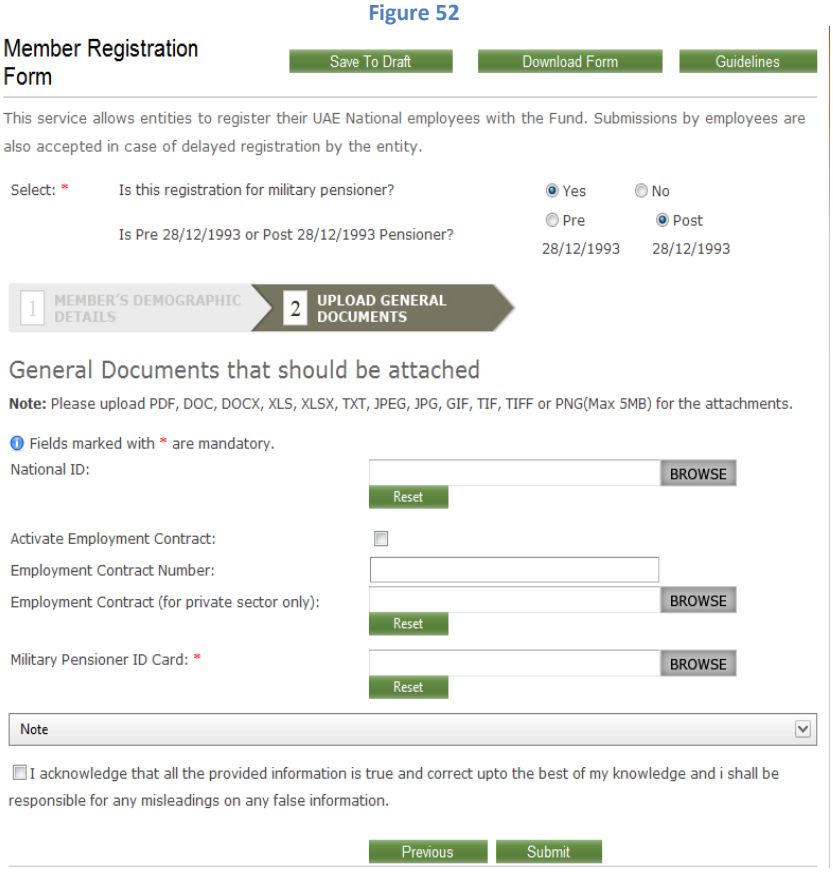
Figure 52


Member Registration Form
Save To Draft
Download Form
Guidelines
This service allows entities to register their UAE National employees with the Fund. Submissions by employees are also accepted in case of delayed registration by the entity.
Select: *
Is this registration for military pensioner?
Yes
No
Is Pre 28/12/1993 or Post 28/12/1993 Pensioner?
Pre 28/12/1993
Post 28/12/1993
1 MEMBER'S DEMOGRAPHIC DETAILS
2 UPLOAD GENERAL DOCUMENTS
General Documents that should be attached
Note: Please upload PDF, DOC, DOCX, XLS, XLSX, TXT, JPEG, JPG, GIF, TIF, TIFF or PNG(Max 5MB) for the attachments.
Fields marked with * are mandatory.
National ID:
BROWSE
Reset
Activate Employment Contract:
Employment Contract Number:
Employment Contract (for private sector only):
BROWSE
Reset
Military Pensioner ID Card: *
BROWSE
Reset
Note
I acknowledge that all the provided information is true and correct upto the best of my knowledge and i shall be responsible for any misleadings on any false information.
Previous
Submit

Notes

- File size should be less than or equal to be the allowable size.
- Only valid file formats are allowed as attachment.

Finalized: Submission Successful

After successful submission of the request, for the purpose of tracking and further reference, a Tracking Number will be generated. User is also prompted if he requires submitting another request.

Notes

- If an unregistered member draft exists for the same member (with the same National ID) and request type, the system will automatically delete this draft.

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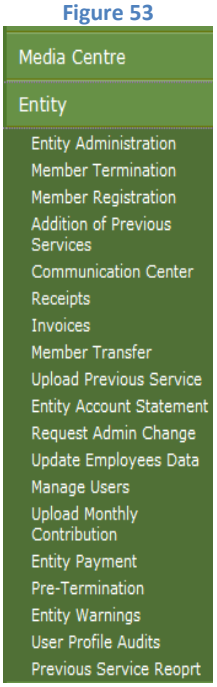
2.3. Member Termination

Entity user can use this service to submit member termination request of their terminated employees.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under Entity menu, click on "Member Termination" (see Figure).

Figure 53



3. Portal will open the wizard-based form – 1st step (see Figure).

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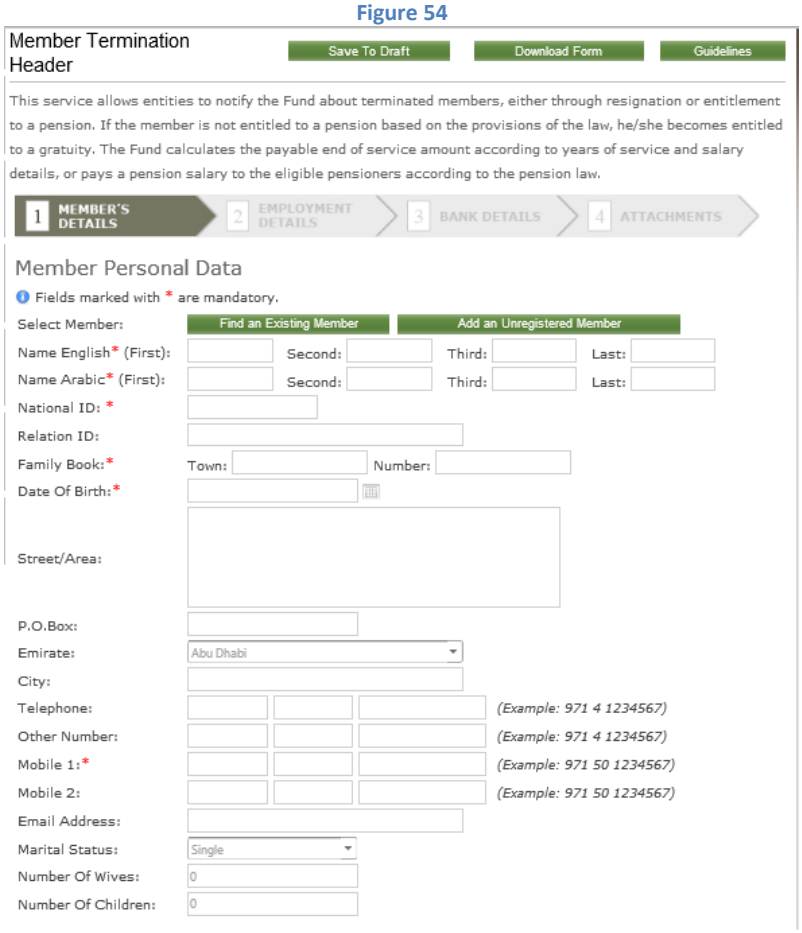
Figure 54


Member Termination Header
Save To Draft
Download Form
Guidelines
This service allows entities to notify the Fund about terminated members, either through resignation or entitlement to a pension. If the member is not entitled to a pension based on the provisions of the law, he/she becomes entitled to a gratuity. The Fund calculates the payable end of service amount according to years of service and salary details, or pays a pension salary to the eligible pensioners according to the pension law.
1 MEMBER'S DETAILS
2 EMPLOYMENT DETAILS
3 BANK DETAILS
4 ATTACHMENTS
Member Personal Data
Fields marked with * are mandatory.
Select Member:
Find an Existing Member
Add an Unregistered Member
Name English* (First):
Second:
Third:
Last:
Name Arabic* (First):
National ID: *
Relation ID:
Family Book:*
Town:
Number:
Date Of Birth:*
Street/Area:
P.O.Box:
Emirate:
Abu Dhabi
City:
Telephone:
Other Number:
Mobile 1:*
Mobile 2:
Email Address:
Marital Status:
Single
Number Of Wives:
Number Of Children:
(Example: 971 4 1234567)
(Example: 971 50 1234567)

Notes

- Null or invalid values are not allowed.
- The system validates the National ID, and it's worth mentioning that any form cannot be processed without a valid National ID.
- All mandatory fields should be filled before proceeding to the next step.

2.3.1. First Step: Member's Demographic Details

As shown in Figure, user has to fill out the demographic information about the member for whom the request is being submitted.

The following table describes the available fields:

Field Name	Optional	Description
Name English	No	English name of the member as in National ID
Name Arabic	No	Arabic name of the member as in National ID

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National ID	No	National ID of the member.
Relation ID	Yes	Relation ID of the member.
Family Book	No	Family book of the member (family book town number and family book number)
Date of Birth	No	Date of birth of the member.
Street / Area	Yes	Address of the member in terms of street and area.
P.O. Box	Yes	P.O. Box. Of the member
Emirate	Yes	Dropdown to select the Emirate for PO box: • Abu Dhabi • Dubai • Sharjah • Ajman • Umm Al Quwain • Ras Al Khaimah • Fujairah
City	Yes	Name of city for PO Box
Telephone	Yes	Telephone number.
Other Number	Yes	Any other contact number.
Mobile 1	No	Mobile number.
Mobile 2	Yes	Any other mobile number.
Email	Yes	Email address of the member
Marital Status	Yes	Marital status of the member should be selected as: • Single • Married • Divorced.
Number of wives	Yes	The number of wives of the member
Number of children	Yes	The number of children of the member

User may use the following options on 1st step:

a. **Find an Existing Member**:

i. User may retrieve the data of an existing member by clicking on the Find an Existing Member button. Portal will show a popup screen with following options for searching a member (see **Figure**).

- **By Name** – User will be able to search for a member by entering the name.
- **National ID** – User can search the member by entering the national ID.
- **Employment Number** – User will be able to use the employment number to search a member record.
- **Relation ID** – User can search a member by entering the Relation ID.

ii. After entering the search criteria, click the Search button.

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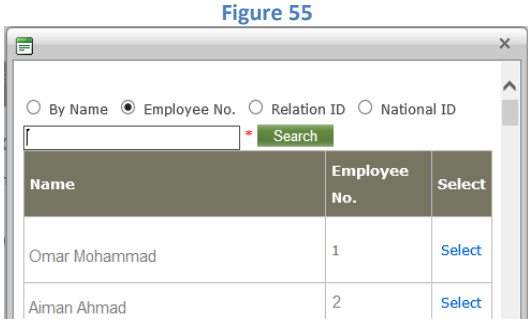
Figure 55



iii. User will have to click the Select button to retrieve the member's information. After loading the member information, user can proceed with editing the data if needed.

b. **Add an Unregistered Member**:

i. User may add a new member who is unregistered in the Fund by clicking the Add an Unregistered Member button. Portal will open the Member Registration Wizard (see Figure).

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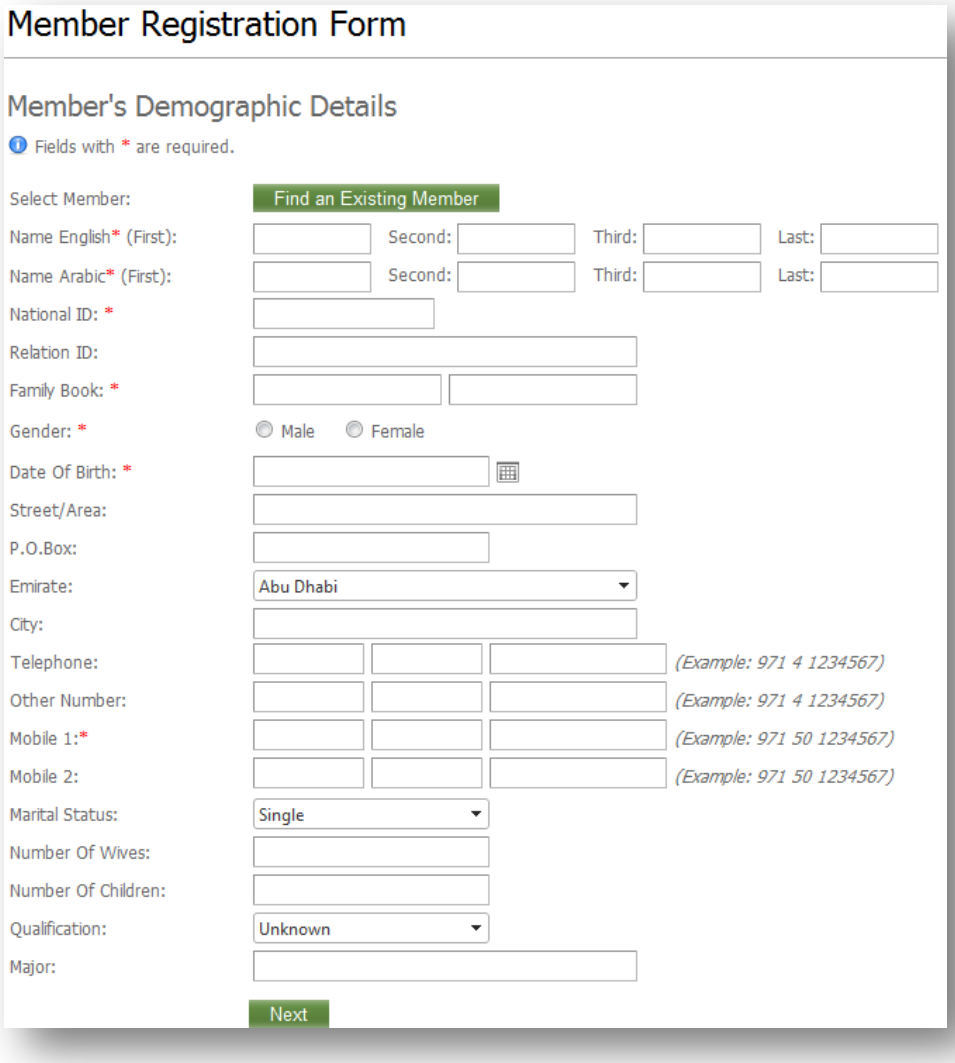
Figure 56



ii. In the opened Member Registration wizard, user may use **Find an Existing Member** to retrieve an existing member record.

iii. After the member registration is complete, the main form will be pre-populated with details provided during the member registration.

iv. User may edit the newly added member information and proceed with the rest of Member Termination wizard.

After filling the required information, user may click on the Next button to proceed to the next step or may click on the Reset button to clear the form.

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Notes

- If the selected member is not registered in the Fund, user will be prompted to do the registration for that member.
- The system validates the National ID, and it's worth mentioning that any form cannot be processed without a valid National ID.
- If an entity submits a termination request for a member that has not been registered, additional charges will be applied as per the Pension Law. For cases where ADRPBF decides to waive such additional charges, the system will notify the entity by email and will also create a message in the entity's Inbox. The additional charges waived message will also be shown in the relevant requests where such additional charges were applied.
- If there is any previous termination request for the same member (with same national id or name and Date of birth) which is submitted and not completed or cancelled, entity user will be alerted and will not be able to submit the new request.

2.3.2. Second Step: Employment Details

Enter employment details of the member, which includes current employer details, salary details and reason for terminating the member (see Figure).

The following table describes the available fields:

Field Name	Optional	Description
Employment No	No	Employment number of the member.
Date of Joining	No	The joining date of member for the current service.
Designation	No	Designation of member.
Last Working Day	No	The last working day (date) of member.
Avg. Last 3 Yrs. Basic	Yes	Input the average of basic salary of member for the last 3 years.
Last Basic Salary	No	Input the last basic salary of member.
COLA	Yes	Cost of Living allowance if any.
Child	Yes	Child allowance if any.
Social	Yes	Social allowance if any.
Local	Yes	Local allowance if any.
Housing	Yes	Housing allowance if any.
Other	Yes	Any other allowance if any.
Total		Read-only – auto-calculated for the total sum of above given amounts.
Days of unpaid leave	Yes	Number of days of unpaid leave if any
Days of unauthorized leave	yes	Number of days of unauthorized leave if any
Reason for	No	User has to select the reason for termination:

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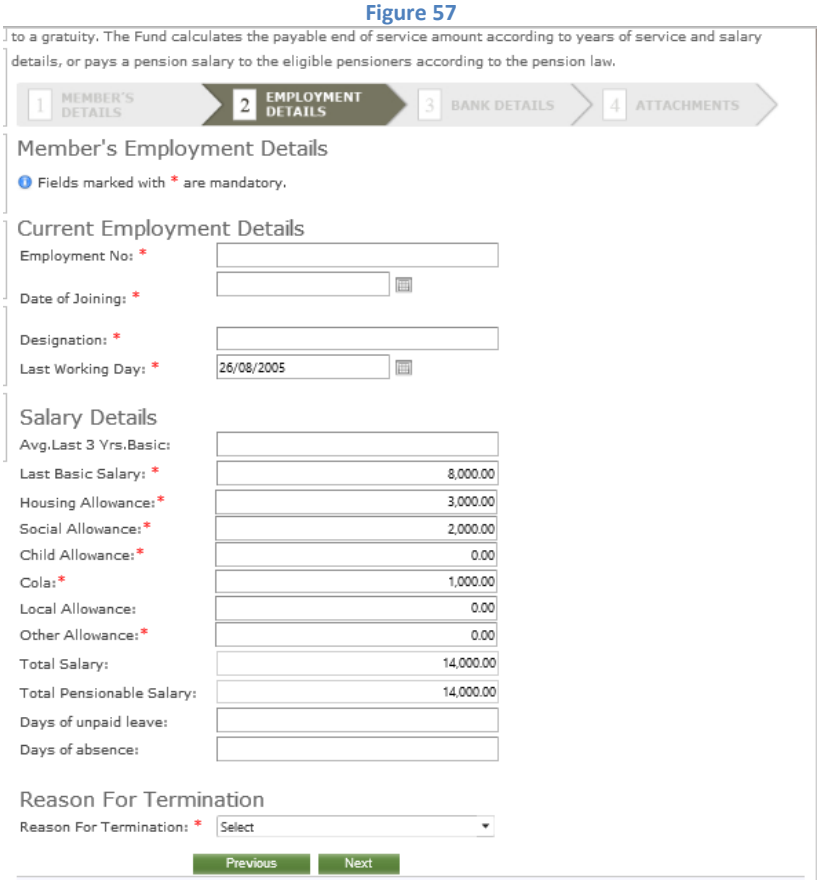
Termination		• Legal Retirement Age • Medical Unfitness • Disciplinary decision • Court Judgment • Death related to work injury • Termination Resignation • Emiri Decree / Executive Board Resolution • Retirement Of Married , Divorced , Widow with sons • Natural death in service

Figure 57



Notes

- Blank or invalid values are not allowed.
- Last basic salary should be within the following range:
  - 3,000-100,000AED
- In the salary details if you don't have certain allowance keep it zero.
- Fields will be auto-populated with information (values) available or registered in the Fund.

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- All mandatory fields must be filled before proceeding to the next step.
- Date of Joining cannot be prior to Date of Birth.
- Last Working Date cannot be prior to Date of Joining.
- "Retirement of Married, Divorced, Widow with sons" option will be enabled only for Female members.

2.3.3. Third Step: Bank Details

Complete the bank related (and other payments) details (see Figure).

The following table describes the available fields:

Field Name	Optional	Description
Bank Name	Yes No*	Select the name of the bank from the dropdown.
Branch Name	Yes No*	Select the branch of the selected bank from the dropdown.
Member Bank Account	Yes No*	Enter the bank account number of the member.
IBAN	Yes	Enter IBAN number of the member's account.
Deduction Type	Yes	Select the deduction type from the dropdown as: • Entity Deduction • Alimony Deduction • House Loan Deduction
Amount	Yes No**	Enter the deduction amount.
Description	Yes	Enter the description of the selected deduction if any for reference
Entity Name	Yes	Enter the name of the entity in case of included previous services.
Required Action on Termination	No	Select payment option as: • Directly include the service to the new entity • Encashment of EOS/Pension amount

- * = In case when "Encashment of EOS/Pension amount" option is selected.
- ** = In case when Deduction type is selected.

Notes

- Null or invalid values are not allowed.
- All mandatory fields should be filled before proceeding to the next step.
- If the member has any deduction then, only "Payment of EOS gratuity for the service" can be selected.

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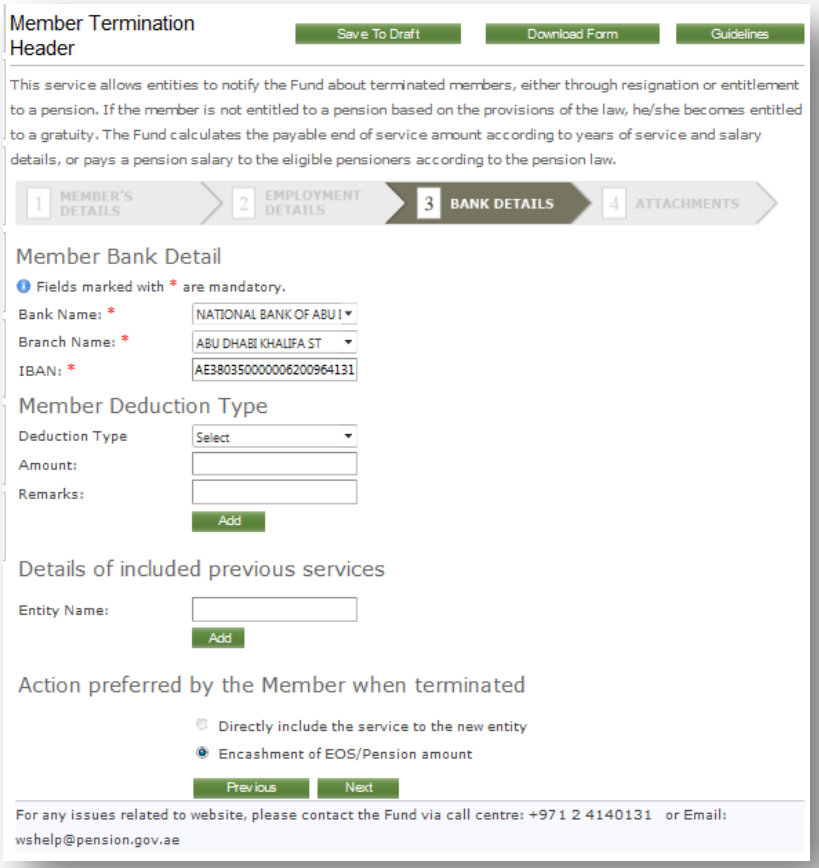
- "Encashment of EOS/Pension amount" will be the only option available in case of following reasons for termination:
  - Legal Retirement Age
  - Medical Unfitness
  - Death related to work injury
  - Natural death in service
  - Retirement Of Married , Divorced , Widow with sons
- Multiple deduction records can be added.
- Multiple records of previous services can be added. In case of multiple records of previous service, one document for all the previous service should be attached

Figure 58


Member Termination Header
Save To Draft
Download Form
Guidelines
This service allows entities to notify the Fund about terminated members, either through resignation or entitlement to a pension. If the member is not entitled to a pension based on the provisions of the law, he/she becomes entitled to a gratuity. The Fund calculates the payable end of service amount according to years of service and salary details, or pays a pension salary to the eligible pensioners according to the pension law.
1 MEMBER'S DETAILS
2 EMPLOYMENT DETAILS
3 BANK DETAILS
4 ATTACHMENTS
Member Bank Detail
Fields marked with * are mandatory.
Bank Name: *
NATIONAL BANK OF ABU I
Branch Name: *
ABU DHABI KHALIFA ST
IBAN: *
AE380350000006200964131
Member Deduction Type
Deduction Type
Select
Amount:
Remarks:
Add
Details of included previous services
Entity Name:
Add
Action preferred by the Member when terminated
Directly include the service to the new entity
Encashment of EOS/Pension amount
Previous
Next
For any issues related to website, please contact the Fund via call centre: +971 2 4140131 or Email: wshelp@pension.gov.ae

Notes

- If deduction type: Entity Deduction.(See Figure)
  - It's mandatory to add the total remaining amount.
  - It's mandatory to add monthly instalment amount.

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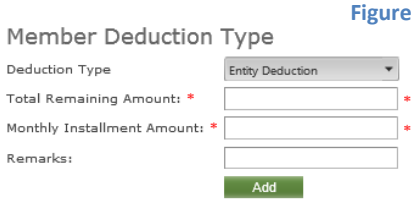
Figure 59



2.3.4. Forth Step: Attachments

Portal will provide an interface to upload all required documents for member termination request (see Figure).

The following table describes the available fields:

Field Name	Optional	Description
National ID	No	Attach a copy of the National ID of the member.
Previous Service Letter	Yes	Attach a copy of the previous service letter for that member.
Financial Statement	Yes	Attach a copy of financial statement/clearance certificate from Finance Department.
Family Book dated Prior to the appointment date	No	Attach a copy of the family book.
A letter from loans Authority identifying the installment amount, in case a loan exist	Yes No[1]	Attach a copy of a letter from loans authority in case a loan exists.
A Letter for Previous service inclusion ,issued by the authorized entities prior to the fund establishment	Yes	Attach a copy of a letter for previous service inclusion.
A Written Letter clarifying the reasons that prevented the insured to submit the EOSB request	Yes	Attach a copy of written letter of clarification.
Periods of Leave / Work Suspension Periods	Yes	Attach a copy of leave/work suspension periods. If there are any days of unpaid or unauthorized leave
General	No	Attach any other document which is relevant to the request.
Disciplinary Decision	Yes No[2]	Attach a copy of disciplinary decision.
Death Certificate	Yes No[3]	Attach a copy of death certificate.
Beneficiary Related	Yes	Attach one document for all

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Document		beneficiaries.
Accident Report	Yes No[4]	Attach a copy of the accident report from police.
Emiri Decree	Yes No[5]	Attach a copy of the Emiri Decree.
Medical Certificate	Yes No[6]	Attach a copy of the medical certificate.
Court Judgment	Yes No[7]	Attach a copy of the court judgment.
A written request by the insured stating the desire for retirement	Yes No[8]	Attach a copy of written request stating the desire of retirement.
Note	Yes	Comments or notes to appear on the request.

- 1=Mandatory only when there is deductions.
- 2=Mandatory if reason for termination is **Disciplinary Decision**
- 3=Mandatory if reason for termination is **Death (both types of death)**
- 4=Mandatory if reason for termination is **Death due to work injury**
- 5=Mandatory if reason for termination is **Emery Decree**
- 6=Mandatory if reason for termination is **Medical Unfitness**
- 7=Mandatory if reason for termination is **Court Judgement**
- 8=Mandatory if reason for termination is **Retirement of married, divorced, widow with children**

Notes

- Only valid file formats are allowed as attachment.
- File size should be less than or equal to the allowable size.

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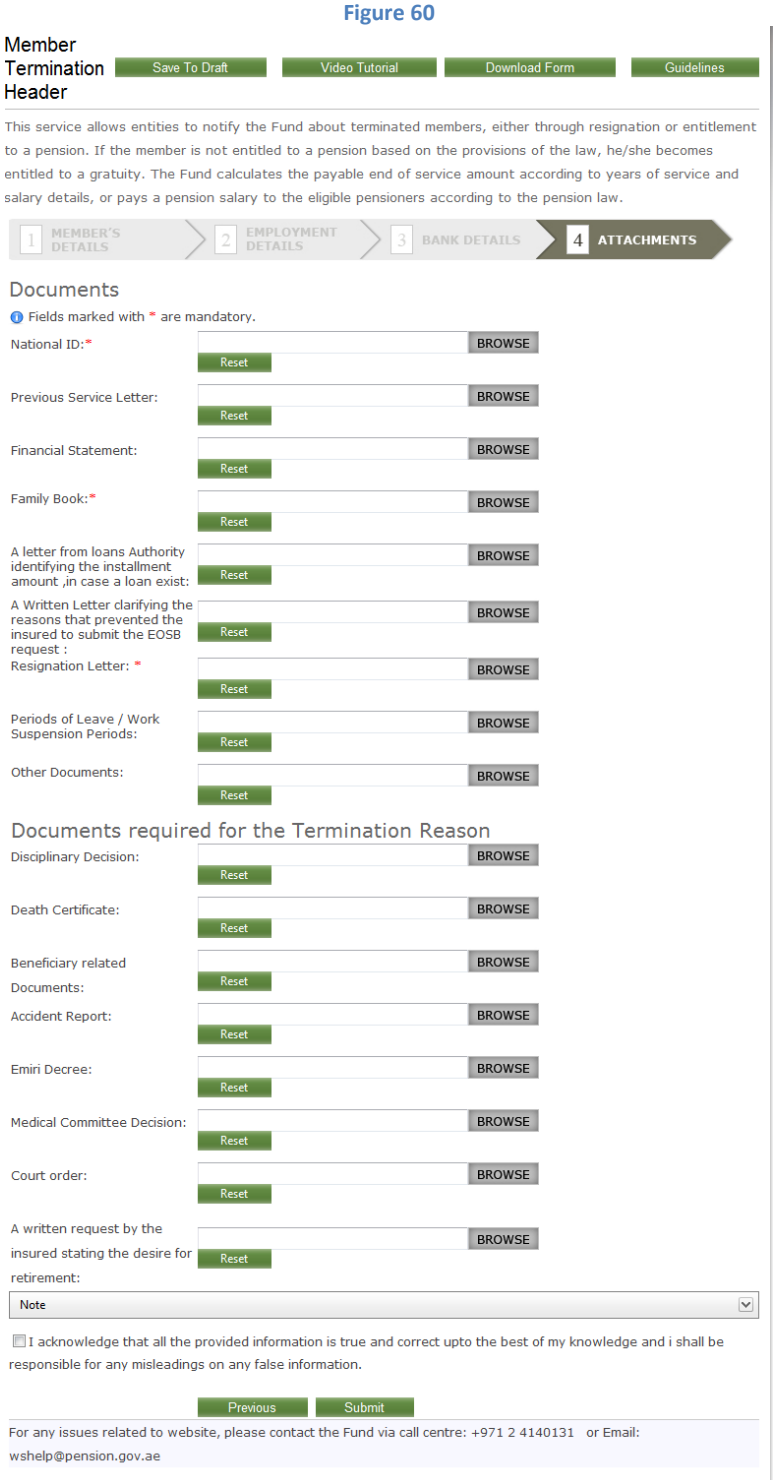
Figure 60


Member Termination Header
Save To Draft
Video Tutorial
Download Form
Guidelines
This service allows entities to notify the Fund about terminated members, either through resignation or entitlement to a pension. If the member is not entitled to a pension based on the provisions of the law, he/she becomes entitled to a gratuity. The Fund calculates the payable end of service amount according to years of service and salary details, or pays a pension salary to the eligible pensioners according to the pension law.
1 MEMBER'S DETAILS
2 EMPLOYMENT DETAILS
3 BANK DETAILS
4 ATTACHMENTS
Documents
Fields marked with * are mandatory.
National ID:*
Previous Service Letter:
Financial Statement:
Family Book:*
A letter from loans Authority identifying the installment amount ,in case a loan exist:
A Written Letter clarifying the reasons that prevented the insured to submit the EOSB request :
Resignation Letter: *
Periods of Leave / Work Suspension Periods:
Other Documents:
BROWSE
Reset
Documents required for the Termination Reason
Disciplinary Decision:
Death Certificate:
Beneficiary related Documents:
Accident Report:
Emiri Decree:
Medical Committee Decision:
Court order:
A written request by the insured stating the desire for retirement:
Note
I acknowledge that all the provided information is true and correct upto the best of my knowledge and i shall be responsible for any misleadings on any false information.
Previous
Submit
For any issues related to website, please contact the Fund via call centre: +971 2 4140131 or Email: wshelp@pension.gov.ae

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Finalized: Submission Successful

After successful submission of the request, for the purpose of tracking and further reference, a Tracking Number will be generated. User is also prompted if he requires submitting another request.

Notes

- Delayed Registration Fine
  - The extra fees start after 10 calendar days from the member joining date.
  - The extra fees will be 100AED for each day of delay
- Submit new request allows the user to submit another request for another member.
- If an unregistered member draft exists for the same member (with the same National ID) and request type, the system will automatically delete this draft.

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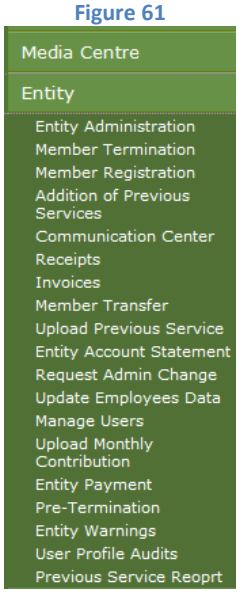
2.4. Addition of Previous Services

This service allows registered entities to request for adding their employees' previous service to their current entities which allows calculating their entire service period when they become entitled to pension or gratuity.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under Entity menu, click on "Addition of Previous Services" (see Figure).

Figure 61



3. Portal will open the wizard-based form (see Figure).

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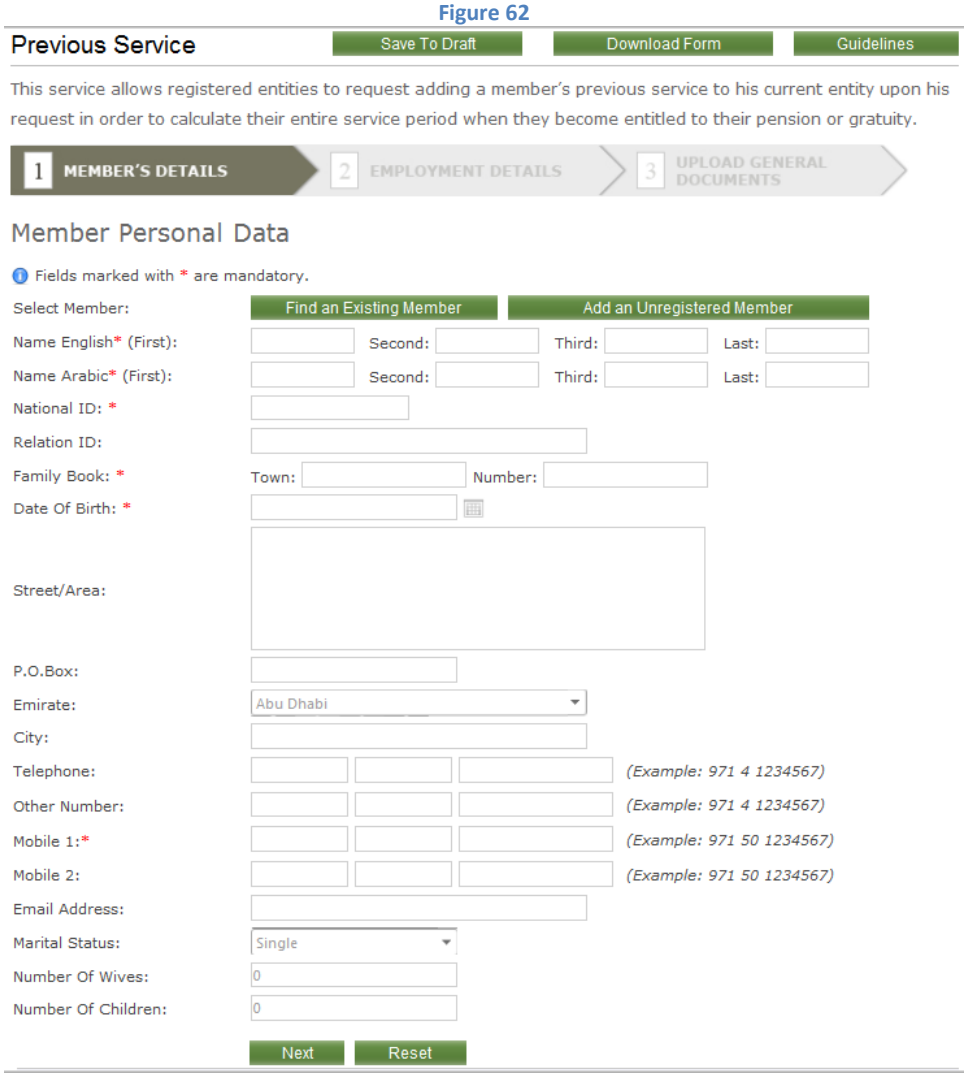
Figure 62



Notes

- Null or invalid values are not allowed.
- The system validates the National ID, and it's worth mentioning that any form cannot be processed without a valid National ID.
- All mandatory fields should be filled before proceeding to the next step.

2.4.1. First Step: Member's Demographic Details

As shown in Figure, user has to fill out the basic information about the member for whom the request is being submitted.

The following table describes the available fields:

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Field Name	Optional	Description
Name English	No	English name of the member as in National ID.
Name Arabic	No	Arabic name of the member As in National ID
National ID	No	National ID of the member.
Relation ID	Yes	Relation ID of the member.
Family Book	No	Family book of the member. Town number and family number should be entered.
Date of Birth	No	Date of birth of the member
Street / Area	Yes	Address of the member in terms of street and area.
P.O. Box	Yes	P.O. Box. of the member
Emirate	Yes	Dropdown to select the Emirate for PO Box: • Abu Dhabi • Dubai • Sharjah • Ajman • Umm Al Quwain • Ras Al Khaimah • Fujairah
City	Yes	Name of the city for PO Box.
Telephone	Yes	Telephone number.
Other Number	Yes	Any other contact.
Mobile 1	No	Mobile number.
Mobile 2	Yes	Any other mobile number if any.
Email	No	Email address of the member
Marital Status	Yes	Marital status of the member should be selected as: • Single • Married • Divorced
Number of Wives	Yes	The number of wives of the member.
Number of Children	Yes	The number of Children of the member.

User may use the following options on 1st step:

a. **Find an Existing Member**:

i. User may retrieve the data of an existing member by clicking the Find an Existing Member button. Portal will show a popup screen with the following options for searching a member. (See Figure).

- **By Name** – User will be able to search for a member by entering the name.
- **Employment Number** – User will be able to use the employment number to search a member record.
- **Relation ID** – User can search a member by entering the Relation ID.

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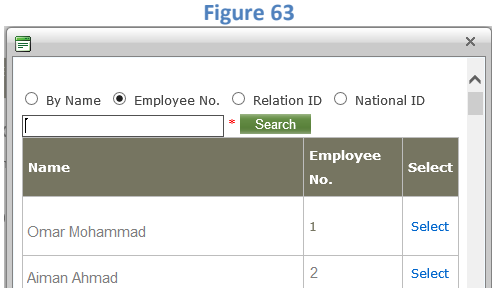
- **National ID** – User can search the member by entering the national ID.

ii. After entering the search criteria, click the Search button.

Figure 63



iii. User will have to click the Select button to retrieve the member's information. After loading the member information, user can proceed with editing the data if needed and the rest of wizard or click on the Reset button to clear the form.

b. **Add an Unregistered Member**:

i. User may add a new member who is not registered with the Fund by clicking Add an Unregistered Member button. Application will open the Member Registration Wizard in a popup.
See **Figure** .

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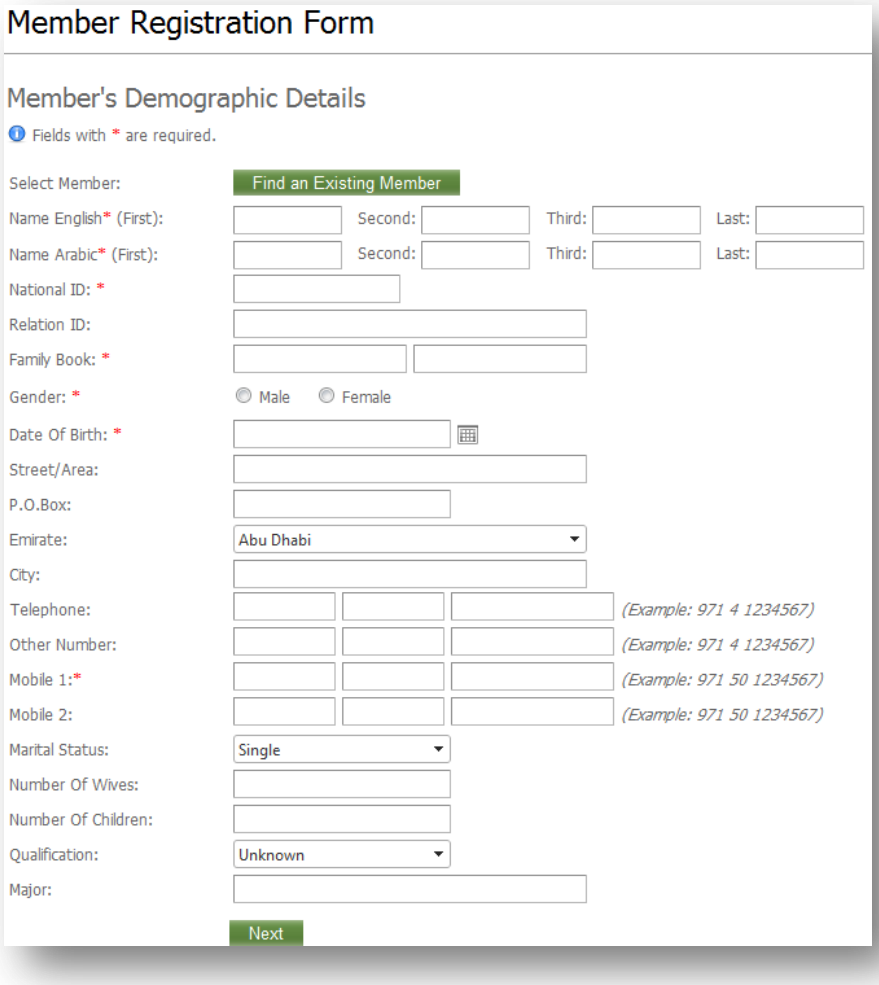
Figure 64



ii. In the opened Member Registration wizard, user may use **Find an Existing Member** to retrieve an existing member record.

iii. After the member registration is complete, the main form will be pre-populated with details provided during the registration..

iv. User may edit the newly added member information and proceed with the rest of wizard.

After filling the required information, user may click on the Next button to proceed to the next step or may click on the Reset button to clear the form.

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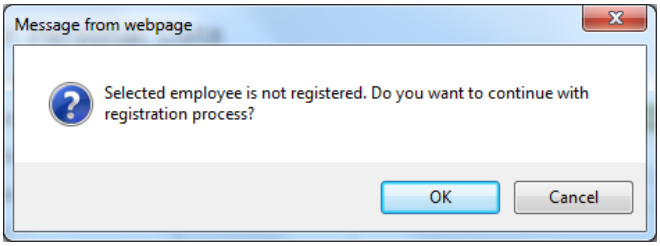
Notes

- If there is any previous – addition of previous service request for the same member (with same national id or name and Date of birth) which is submitted and not completed or cancelled, entity user will be alerted and will not be able to submit the new request
- If the selected member is not registered with the Fund, user will be prompted to do the registration for that member.



2.4.2. Second Step: Employment Details

As shown in Figure , user has to fill out the employment information about the member for whom the request is being submitted.

The following table describes the available fields:

Field Name	Optional	Description
Employment No	No	Employment number of the member for current employment details.
Designation	No	Designation of the member for current employment details
Date of Joining	No	Date of joining for the current employment details.
Entity Name	No	Entity name of the previous services
Duration of Service – From	No	The starting date of previous service.
Duration of Service – To	No	The ending date of previous service.

Method of repayment of Gratuity amount	No	User have to select the repayment option as:
		• Lump Sum Amount
		• Installment
		  ○ Repayment within 60 months (Previous service amount will be 60 equal installments)
		  ○ Specify installments amount (user can specify the installment amount in which he/she wants to repay)

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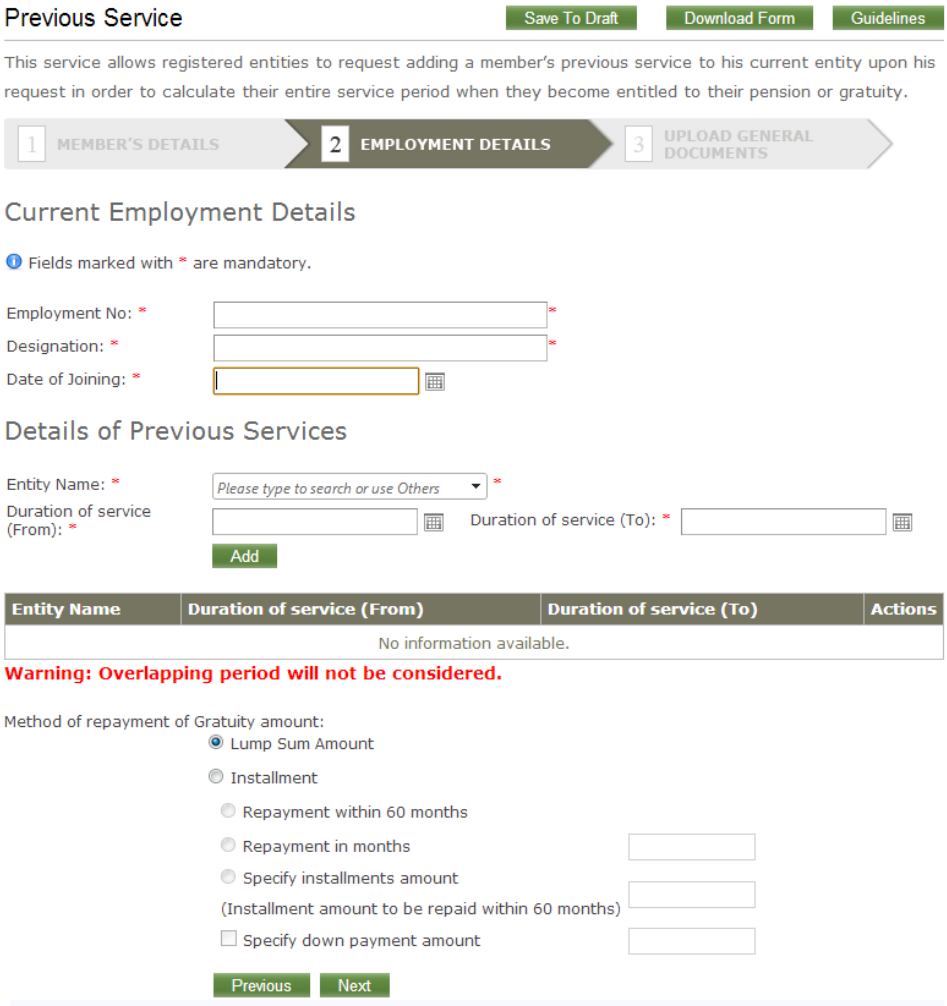
		• Specify down payment amount

- When the method is "*Installment*", then user can select either "*Repayment within 60 months*" or "*Specify installments amount".* User can also "*Specify down payment amount*" if the method is "*Installment*".

Figure 65


Previous Service
Save To Draft
Download Form
Guidelines
This service allows registered entities to request adding a member's previous service to his current entity upon his request in order to calculate their entire service period when they become entitled to their pension or gratuity.
1 MEMBER'S DETAILS
2 EMPLOYMENT DETAILS
3 UPLOAD GENERAL DOCUMENTS
Current Employment Details
Fields marked with * are mandatory.
Employment No: *
Designation: *
Date of Joining: *
Details of Previous Services
Entity Name: *
Please type to search or use Others
Duration of service (From): *
Duration of service (To): *
Add
Entity Name
Duration of service (From)
Duration of service (To)
Actions
No information available.
Warning: Overlapping period will not be considered.
Method of repayment of Gratuity amount:
Lump Sum Amount
Installment
Repayment within 60 months
Repayment in months
Specify installments amount
(Installment amount to be repaid within 60 months)
Specify down payment amount
Previous
Next

Notes

- Null or invalid values are not allowed.
- Overlapping period will not be considered. Overlap will not be permitted with the current period neither with the previous period
- All mandatory fields should be filled before going to next step.
- "Duration of Service (To)" cannot be prior to "Duration of Service (From)".
- Only valid file formats are allowed as attachment.
- File size should be less than or equal to the allowable size.

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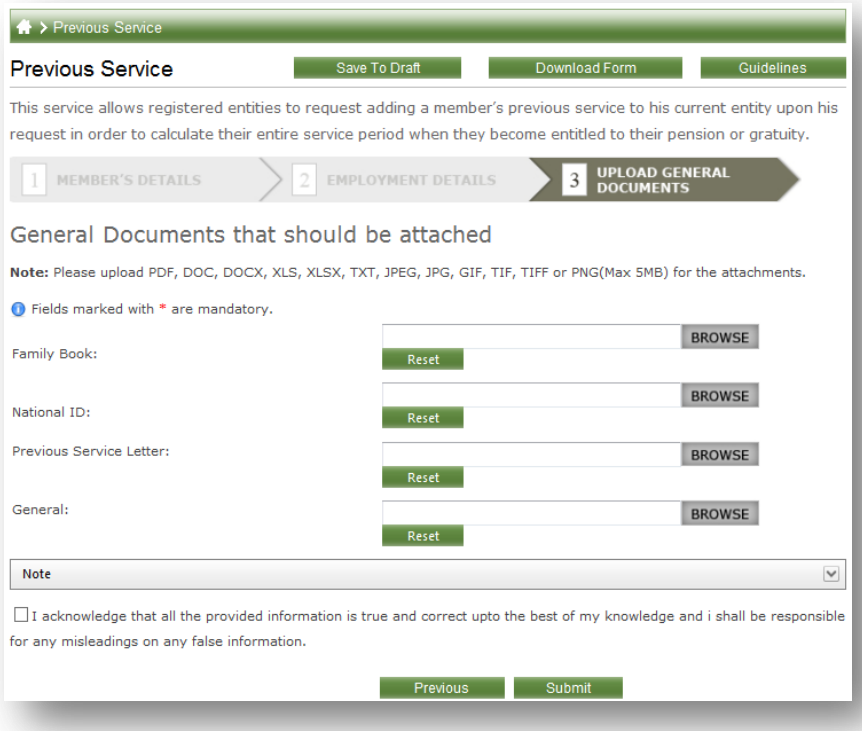
2.4.3. Third Step: Upload General Documents

On the last step, Portal will provide an interface to upload all the required documents for this request (see **Figure**).

The following table describes the available fields:

Field Name	Optional	Description
Family Book prior to the date of citizenship	No	Current Family Book and Family Book dated prior to the date of joining if any as 1 document
National ID	No	Valid copy of National ID
Previous Service Letter	Yes	Valid copy of previous service letter.
General	Yes	Any other document.
Note	Yes	Comments or notes to appear on the request.

Figure 66


Previous Service
Previous Service
Save To Draft
Download Form
Guidelines
This service allows registered entities to request adding a member's previous service to his current entity upon his request in order to calculate their entire service period when they become entitled to their pension or gratuity.
1 MEMBER'S DETAILS
2 EMPLOYMENT DETAILS
3 UPLOAD GENERAL DOCUMENTS
General Documents that should be attached
Note: Please upload PDF, DOC, DOCX, XLS, XLSX, TXT, JPEG, JPG, GIF, TIF, TIFF or PNG(Max 5MB) for the attachments.
Fields marked with * are mandatory.
Family Book:
BROWSE
Reset
National ID:
BROWSE
Reset
Previous Service Letter:
BROWSE
Reset
General:
BROWSE
Reset
Note
I acknowledge that all the provided information is true and correct upto the best of my knowledge and i shall be responsible for any misleadings on any false information.
Previous
Submit

Notes

- Only valid file formats are allowed as attachment.

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- File size should be less than or equal to the allowable size.
- User may click the Reset button to clear the selected attachment.

Finalized: Submission Successful

After successful submission of the request, for the purpose of tracking and further reference, a Tracking Number will be generated. User is also prompted if he requires submitting another request.

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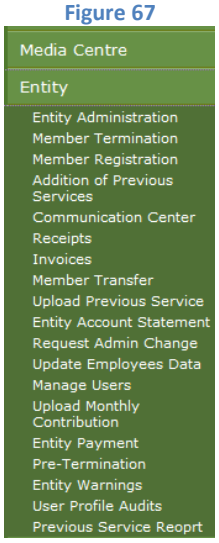
2.5. Communication Center

Entity user may use this service for communicate with **Abu Dhabi Retirement Pensions & Benefits Fund** .

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal
2. Under Entity menu, click on "Communication Center" (see Figure).

Figure 67



3. Portal will launch the form (see Figure) to be filled in order to send an internal email. The following table describes the available fields:

Field Name	Optional	Description
Subject	No	Select the subject of communication from the dropdown as: • Inquiry • Clarification • General Request • Bulk Transfer • Message for Contribution • Message for bank receipt • Message for previous service • Ministry of Labour contract. • Other
Others	No*	Mention the subject if Other is selected from the Subject.
Urgent	Yes	Select if the message is important to mark it as urgent.
Attachment	Yes	Add any attachment
Description	No	Message body.

- * = When subject = other.

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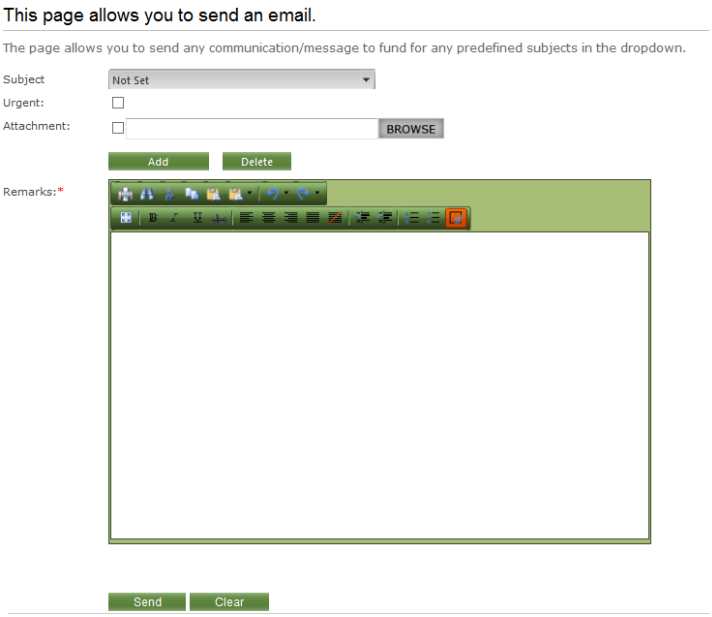
Figure 68



4. Select the proper subject.
5. Fill the description of the message and click on the Send button.

Notes

- User may click the Clear button to clear all fields.

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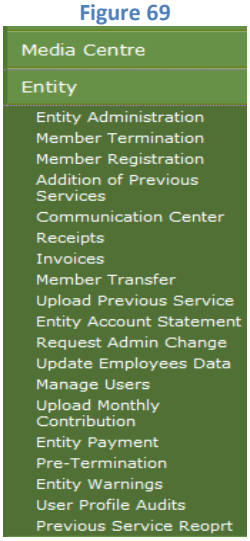
2.6. Receipts

This service allows the entity user to view and search records of all payment receipts are related to all entity's payments including monthly contribution, adjustment, additional charges & previous service.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under **Entity** menu, click on "Receipts" (see **Figure**).

Figure 69



3. Portal will open the receipts form (see **Figure**).

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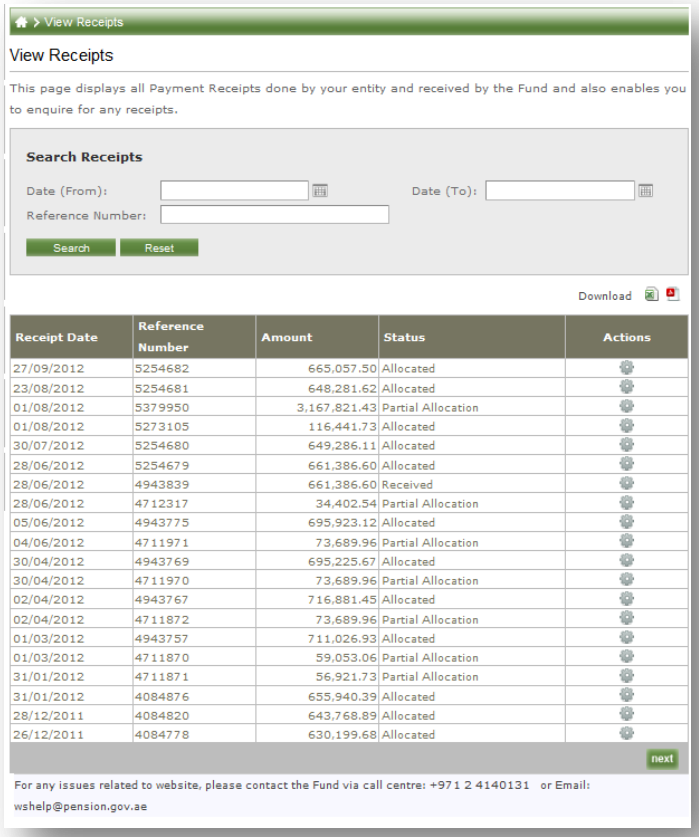
Figure 70


View Receipts
View Receipts
This page displays all Payment Receipts done by your entity and received by the Fund and also enables you to enquire for any receipts.
Search Receipts
Date (From):
Date (To):
Reference Number:
Search
Reset
Download
Receipt Date
Reference Number
Amount
Status
Actions
27/09/2012 5254682 665,057.50 Allocated
23/08/2012 5254681 648,281.62 Allocated
01/08/2012 5379950 3,167,821.43 Partial Allocation
01/08/2012 5273105 116,441.73 Allocated
30/07/2012 5254680 649,286.11 Allocated
28/06/2012 5254679 661,386.60 Allocated
28/06/2012 4943839 661,386.60 Received
28/06/2012 4712317 34,402.54 Partial Allocation
05/06/2012 4943775 695,923.12 Allocated
04/06/2012 4711971 73,689.96 Partial Allocation
30/04/2012 4943769 695,225.67 Allocated
30/04/2012 4711970 73,689.96 Partial Allocation
02/04/2012 4943767 716,881.45 Allocated
02/04/2012 4711872 73,689.96 Partial Allocation
01/03/2012 4943757 711,026.93 Allocated
01/03/2012 4711870 59,053.06 Partial Allocation
31/01/2012 4711871 56,921.73 Partial Allocation
31/01/2012 4084876 655,940.39 Allocated
28/12/2011 4084820 643,768.89 Allocated
26/12/2011 4084778 630,199.68 Allocated
next
For any issues related to website, please contact the Fund via call centre: +971 2 4140131 or Email: wshelp@pension.gov.ae

Notes

- By default, search criteria will be blank and the grid below will show all available records.

4. User can enter the required criteria for the search fields (as shown in the following table) and may click the Search button to retrieve the records accordingly.

Field Name	Optional	Description
Date (From)	Yes	Use this field to search by Date From. All records with transaction date beyond "Date From" will be selected.
Date (To)	Yes	Use this field to search by Date To. All records with transaction date prior to "Date To" will be selected.
Reference Number	Yes	Use this field to search by reference number.

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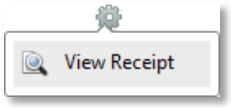
5. Portal will show all records meeting the search criteria in the grid with following columns:
    - Receipt Date
    - Reference Number
    - Amount
    - Status

Notes

- User may click the Reset button to clear the search input values.

6. User may view the details of any receipt by clicking "View Receipt" button in the "Action" column (see **Figure**).

Figure 71



7. Upon clicking the "View Receipt" button, Portal will load the View Receipts popup with the details of the selected receipt record (see **Figure**) this also displays to which invoice the receipt was allocated to.

Figure 72

Notes

- User may download the details of any record in MS-Word format by using the button.
- User may download the list of records (or details of any record) in PDF format by using the button.
- User may print the list of records by using the button.
- User may print the list of records (or details of any record) by using the button.

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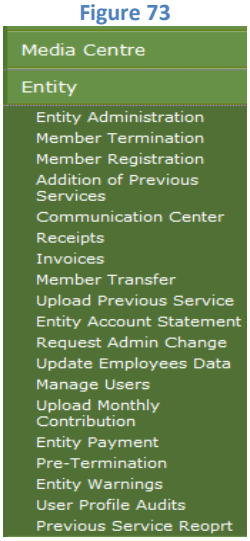
2.7. Invoices

This service allows the entity user to view and search all invoices related to the entity

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under **Entity** menu, click on "Invoices" (see **Figure**).

Figure 73



3. Portal will open the invoices page (see **Figure**).

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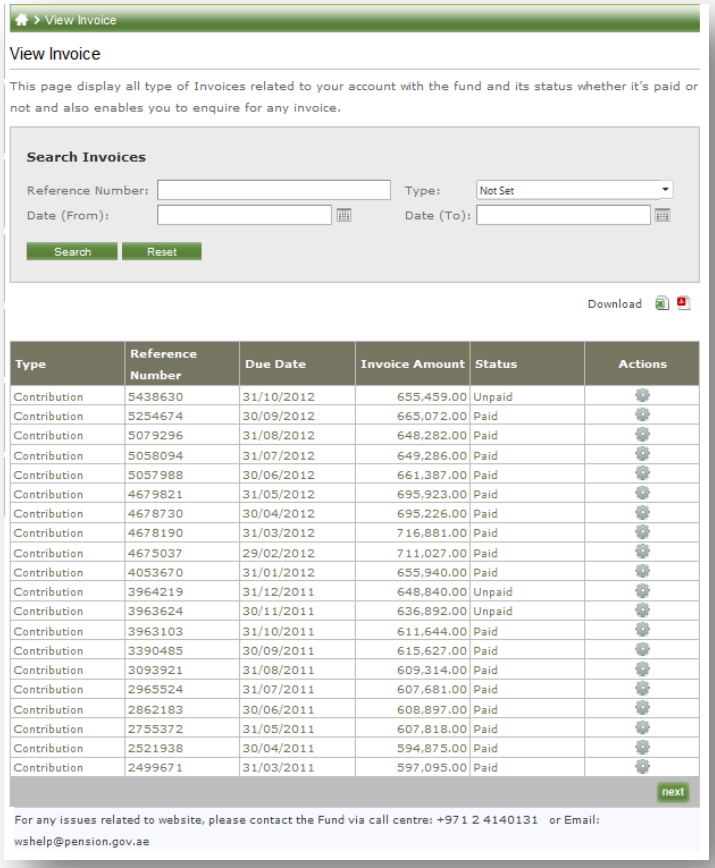
Figure 74


View Invoice
View Invoice
This page display all type of Invoices related to your account with the fund and its status whether it's paid or not and also enables you to enquire for any invoice.
Search Invoices
Reference Number:
Type:
Not Set
Date (From):
Date (To):
Search
Reset
Download
Type
Reference Number
Due Date
Invoice Amount
Status
Actions
Contribution 5438630 31/10/2012 655,459.00 Unpaid
Contribution 5254674 30/09/2012 665,072.00 Paid
Contribution 5079296 31/08/2012 648,282.00 Paid
Contribution 5058094 31/07/2012 649,286.00 Paid
Contribution 5057988 30/06/2012 661,387.00 Paid
Contribution 4679821 31/05/2012 695,923.00 Paid
Contribution 4678730 30/04/2012 695,226.00 Paid
Contribution 4678190 31/03/2012 716,881.00 Paid
Contribution 4675037 29/02/2012 711,027.00 Paid
Contribution 4053670 31/01/2012 655,940.00 Paid
Contribution 3964219 31/12/2011 648,840.00 Unpaid
Contribution 3963624 30/11/2011 636,892.00 Unpaid
Contribution 3963103 31/10/2011 611,644.00 Paid
Contribution 3390485 30/09/2011 615,627.00 Paid
Contribution 3093921 31/08/2011 609,314.00 Paid
Contribution 2965524 31/07/2011 607,681.00 Paid
Contribution 2862183 30/06/2011 608,897.00 Paid
Contribution 2755372 31/05/2011 607,818.00 Paid
Contribution 2521938 30/04/2011 594,875.00 Paid
Contribution 2499671 31/03/2011 597,095.00 Paid
next
For any issues related to website, please contact the Fund via call centre: +971 2 4140131 or Email: wshelp@pension.gov.ae

Notes

- By default, search criteria will be blank and the grid shows all available records.

4. User can enter the required criteria for the search fields (as shown in the following table) and may click Search button to fetch the records accordingly**.**

Field Name	Optional	Description
Reference Number	Yes	Use this field to search by reference number.
Type	Yes	Use this field to search by type of invoice.
Date (From)	Yes	Use this field to search by Date From. All records with transaction date beyond "Date From" will be selected.
Date (To)	Yes	Use this field to search by Date To. All records with transaction date prior to "Date To" will be selected.

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5. Portal will show all records meeting the search criteria in the grid with following columns:

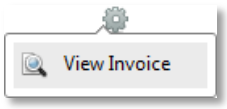
    - Type
    - Reference Number
    - Due Date
    - Invoice Amount
    - Status

Notes

- User may click the Reset button to clear the search input values.

6. User may view the details of any invoice by clicking the "View Invoice" button in the "Action" column (see **Figure**).

Figure 75



7. Upon clicking the "View Invoice" button, Portal will load the View Invoice popup with the details of the selected invoice record (see **Figure**).

Notes

- User may download the details of any record in MS-Word format by using the button.
- User may download the list of records (or details of any record) in PDF format by using the button.
- User may print the list of records by using the button.
- User may print the list of records (or details of any record) by using the button.

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Figure 76

2.8. Member Transfer

This service allows the entity to submit member transfer request of their employee from the current entity to another entity. The "transferred to" entity should submit member registration request of this employee.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under Entity menu, click on "Member Transfer" (see Figure).

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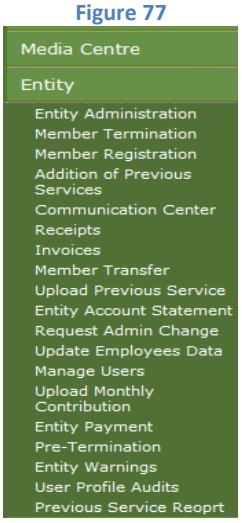
Figure 77



3. Portal will show a message about individual member transfer (see **Figure**). Upon clicking the OK button, Portal will launch the wizard-based form – 1st step (see **Figure**).

Figure 78

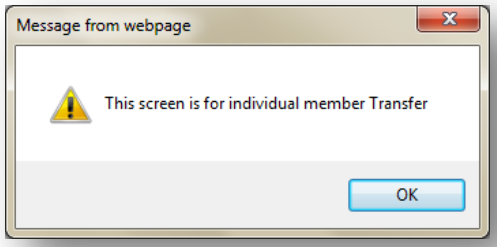


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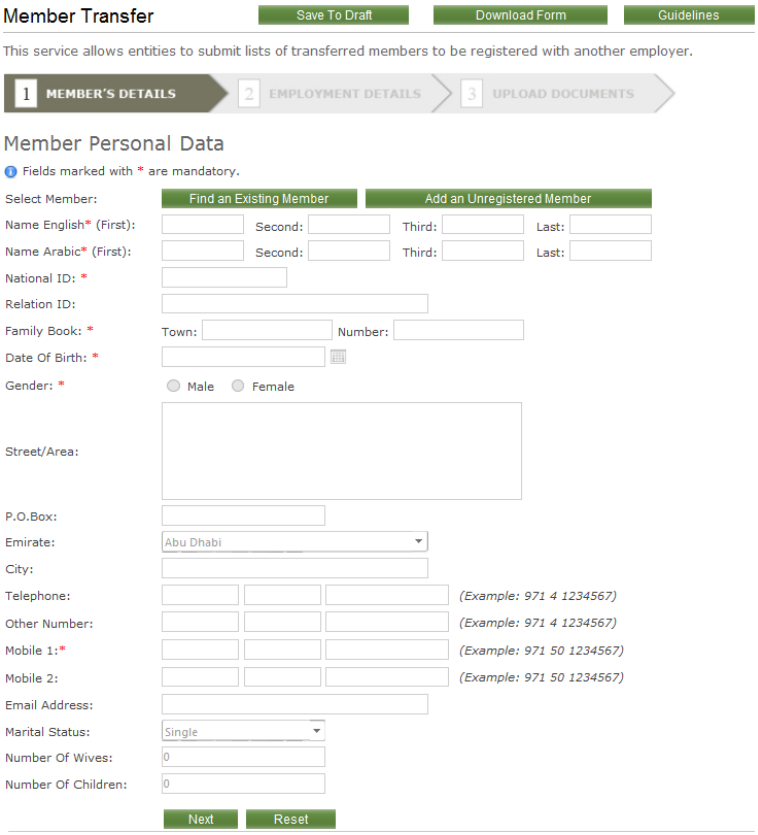
Figure 79



Notes

- The system validates the National ID, and it's worth mentioning that any form cannot be processed without a valid National ID.
- When you choose "female" in the gender field, the "number of wives" field will be disabled automatically.
- Null or invalid values are not allowed.
- All mandatory fields should be filled before proceeding to the next step.

2.8.1. First Step: Member's Details

As shown in Figure, user has to fill out the basic information about the member for whom the request is being submitted.

The following table describes the available fields:

Field Name	Optional	Description
Name English	No	English name of the member As in National ID
Name Arabic	No	Arabic name of the member As in National ID
National ID	No	National ID of the member.

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Relation ID	Yes	Relation ID of the member.
Family Book	No	Family book of the member.(family town number and family book number)
Date of Birth	No	Date of birth of the member.
Gender	No	Gender of the member.
Street / Area	Yes	Address of the member in terms of street and area.
P.O. Box	Yes	P.O. Box . Of the member
Emirate	Yes	Dropdown to select the Emirate for PO Box as: • Abu Dhabi • Dubai • Sharjah • Ajman • Umm Al Quwain • Ras Al Khaimah • Fujairah
City	Yes	Name of the city for PO Box.
Telephone	Yes	Telephone number
Other Number	Yes	Any other contact number
Mobile 1	No	Mobile number of the member.
Mobile 2	Yes	Any other mobile number of the member if any.
Email Address	Yes	Email address of the member.
Marital Status	Yes	Marital status of the member should be selected as: • Single • Married • Divorced.
Number of wives	Yes	The number of wives of the member
Number of children	Yes	The number of children of the member

User may use the following options on 1st step:

a. **Find an Existing Member**:

i. User may retrieve the data of an existing member by clicking the Find an Existing Member button. Portal will show a popup screen with following options for searching a member (see Figure).

- **By Name** – User will be able to search for a member by entering the name.
- **Employment Number** – User will be able to use the employment number to search a member record.
- **National ID** - user can search the member by entering the national ID.
- **Relation ID** – User can search a member by entering the Relation ID.

ii. After entering the search criteria, click the Search button.

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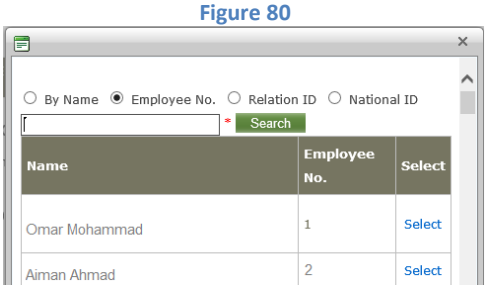
Figure 80



iii. User will have to click the Select button to retrieve the member's information. After loading the member information, user can proceed with editing the data if needed and the rest of wizard.

b. **Add an Unregistered Member**:

i. User may add a new member who is not registered with the Fund by clicking Add an Unregistered Member button. Portal will open the Member Registration Wizard (See Figure).

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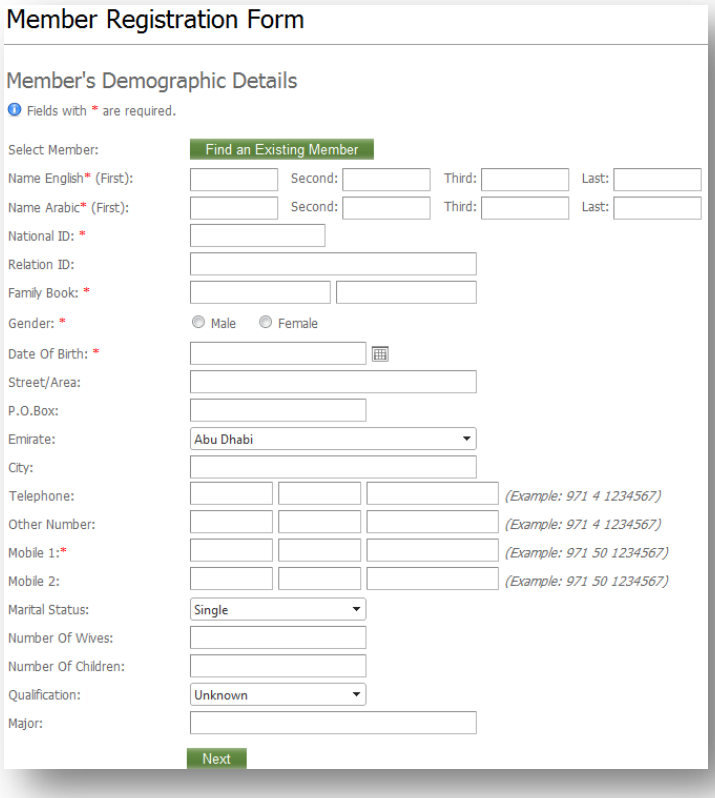
Figure 81



ii. In the Member Registration wizard, user may click on the **Find an Existing Member** to retrieve an existing member record.

iii. After the member registration is complete, the main form will be pre-populated with details provided during the registration.

iv. User may edit the newly added member information and proceed with the rest of Member Transfer wizard.

After filling the required information, user may click on the Next button to proceed to the next step or may click on the Reset button to clear the form.

Notes

- If there is any previous transfer request for the same member (with same national id or name and Date of birth) which is submitted and not completed or cancelled, entity user will be alerted and will not be able to submit the new request
- If the selected member is not registered with the Fund, user will be prompted to do the registration for that member.

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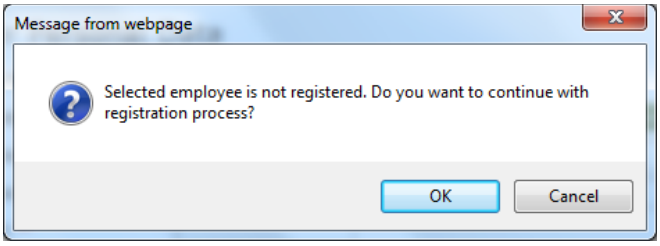

2.8.2. Second Step: Employment Details

Enter the employment details of member which includes current employer details and history of transfer for that member. (See **Figure**).

The following table describes the available fields:

Field Name	Optional	Description
Employment No	No	Employment number of the member. Of the current service
Date of Joining	No	The joining date of member. Of the current service
Designation	No	Designation of member.
Participation Date	No	Date of participation for that member.
Please clarify if the Member is	No	• Seconded To. • Transferred To.
Seconded To Entity's Name*	No	Seconded To Entity's Name.
Seconded Date*	No	Seconded Date.
Transferred To Entity's Name**	No	Transferred To Entity's Name.
Date of Transfer**	No	Transferred Date.
History of Transfer / secondment	No	select required option for adding history of transfer/second meant details: • None • Seconded • Transfer
seconded from Entity's Name~	No	Seconded from Entity Name.
Seconded To Entity's Name~	No	Seconded To Entity Name.
Seconded Date~	No	Seconded Date. Date of seconding from the from entity to the entity
Participation	No	Participation Date.(when member started

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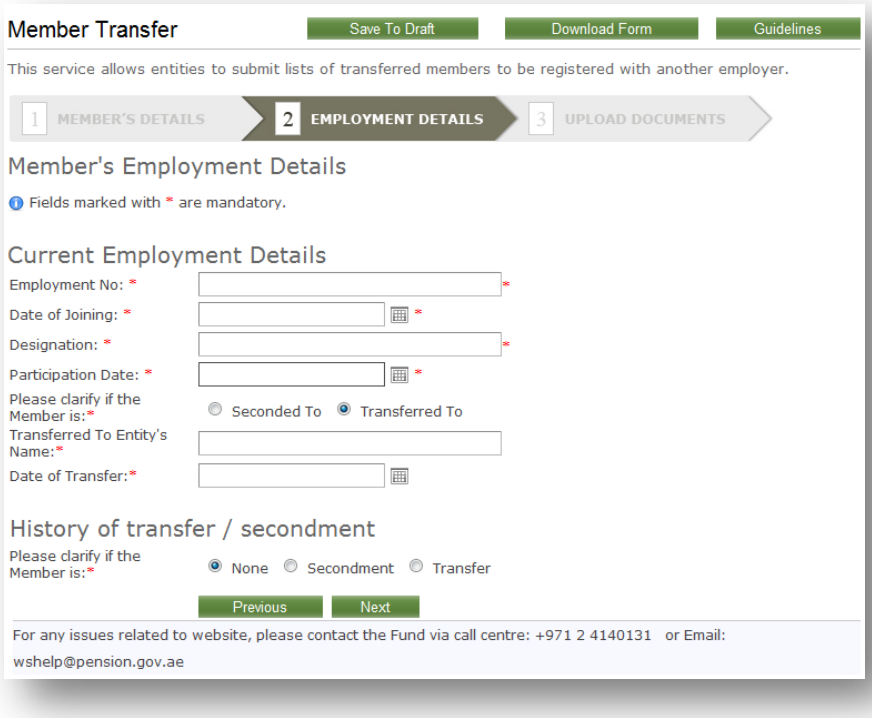
Date~		contributing from the entity with the fund)
Transferred from Entity's Name~~	No	Transferred from Entity Name.
Transferred To Entity's Name~~	No	Transferred To Entity Name
Date of Transfer~~	No	Transferred Date - date of transfer from entity to the entity.
Participation Date~~	No	Participation Date.(when member started contributing from to the entity with the fund)

- * = When "Please clarify if the Member is" = Seconded.
- **= When "Please clarify if the Member is" = Transferred.
- ~ = When "Please clarify if the Member is" under history = Seconded.
- ~~ = When "Please clarify if the Member is" under history = Transferred.

Figure 82



Notes

- Null or invalid values are not allowed.
- All mandatory fields should be filled before proceeding to the next step.
- Date of Joining cannot be prior to Date of Birth.
- Participation Date cannot be prior to Date of Joining.
- In case of Seconded From option selection, entity and seconded date are mandatory.

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- In case of Transferred From option selection, Entity and Transfer date are mandatory.
- For history section, in case of Seconded From option selection, entity and seconded date are mandatory.
- For history section, in case of Transferred From option selection, Entity and Transfer date are mandatory.

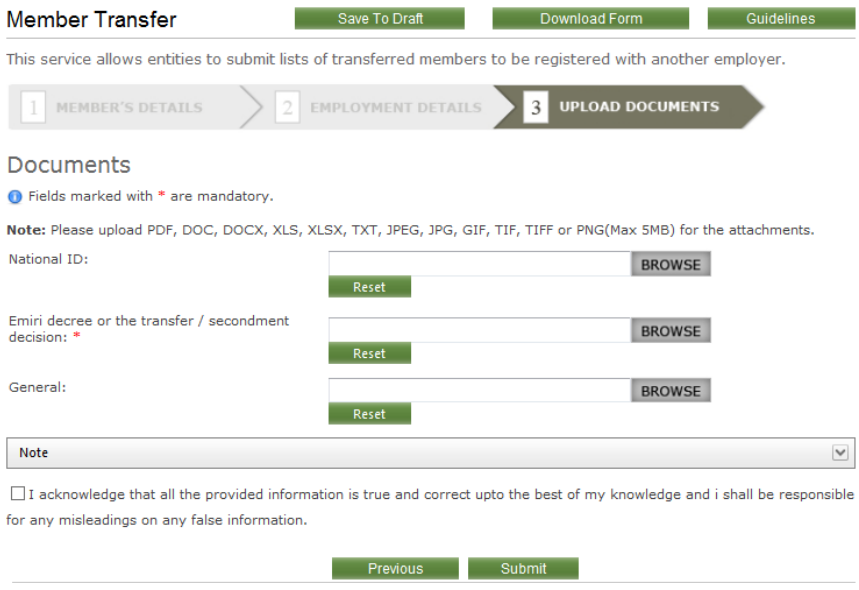
2.8.3. Third Step: Upload General Documents

Upload the required documents related to the request (see **Figure**).

The following table describes the available fields:

Field Name	Optional	Description
National ID	No	Attach a copy of the National ID.
Emiri decree or the transfer / seconding decision	No	Attach a copy of the Emiri decree decision.
General	Yes	Attach any other document related to the request if any.
Note	Yes	Comments or notes to appear on the request.

Figure 83


Member Transfer
Save To Draft
Download Form
Guidelines
This service allows entities to submit lists of transferred members to be registered with another employer.
1 MEMBER'S DETAILS
2 EMPLOYMENT DETAILS
3 UPLOAD DOCUMENTS
Documents
Fields marked with * are mandatory.
Note: Please upload PDF, DOC, DOCX, XLS, XLSX, TXT, JPEG, JPG, GIF, TIF, TIFF or PNG(Max 5MB) for the attachments.
National ID:
BROWSE
Reset
Emiri decree or the transfer / secondment decision: *
BROWSE
Reset
General:
BROWSE
Reset
Note
I acknowledge that all the provided information is true and correct upto the best of my knowledge and i shall be responsible for any misleadings on any false information.
Previous
Submit

Notes

- Only valid file formats are allowed as attachment.
- Submit new request allow the user to submit another request for another member

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- File size should be less than or equal to the allowable size.

Finalized: Submission Successful

After successful submission of the request, for the purpose of tracking and further reference, a Tracking Number will be generated. User is also prompted if he requires submitting another request.

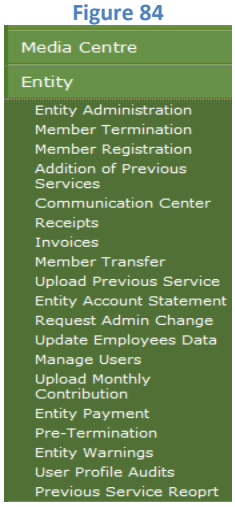
2.9. Upload Previous Service

This service allows you to upload previous service payment information using the Fund format.

Steps:

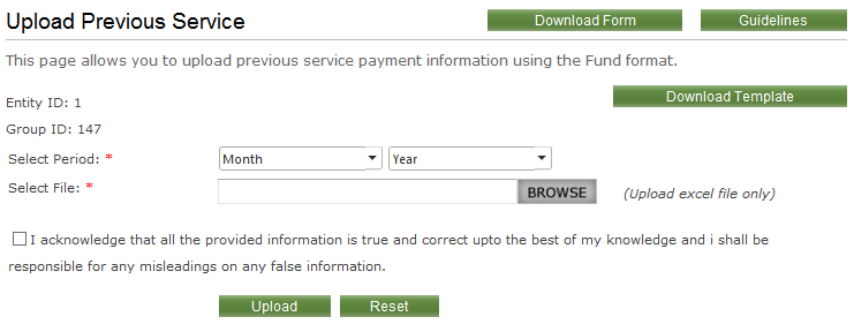
1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal or Portal..
2. Under Entity menu, click on "Upload Previous Service" (see Figure).

Figure 84



3. Portal will launch the form to upload the file (see Figure).

Figure 85


Upload Previous Service
Download Form
Guidelines
This page allows you to upload previous service payment information using the Fund format.
Download Template
Entity ID: 1
Group ID: 147
Select Period: *
Month
Year
Select File: *
BROWSE
(Upload excel file only)
I acknowledge that all the provided information is true and correct upto the best of my knowledge and i shall be responsible for any misleadings on any false information.
Upload
Reset

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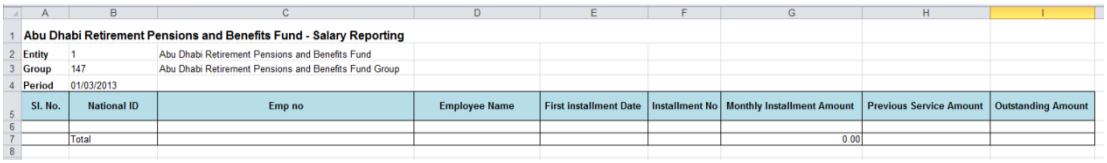
4. Select the period (Month and Year) and the relevant file for the previous service record. Press Upload button to submit the request.

Notes

- Only a valid MS-Excel (xls, xlsx) file is allowed for upload.
- File should be complete and correct in terms of all values.
- User may click on the Reset button to clear the form.

The file format is as shown:



Abu Dhabi Retirement Pensions and Benefits Fund - Salary Reporting								
Entity	1	Abu Dhabi Retirement Pensions and Benefits Fund						
Group	147	Abu Dhabi Retirement Pensions and Benefits Fund Group						
Period	01/03/2013							
Sl. No.	National ID	Emp no	Employee Name	First installment Date	Installment No	Monthly Installment Amount	Previous Service Amount	Outstanding Amount
	Total					0.00		

Column Name	Optional	Description
Entity	No	Entity id
Group	No	Group id of the entity.
Period	No	Month for which previous service payment are made.
Sl. No.	No	Sequential number. This must start with 1.
National ID	No	National ID of the member who paid the previous service payment.
Employee No	No	Employee number of the member.
Employee Name	No	Employee name of the member.
First Installment Date	No	Date of the first installment of previous service payment. This must be in the format dd/mm/yyyy.
Installment No	No	Number of installment for the member which is paid.
Monthly Installment Amount	No	Installment amount of previous service for the member.
Previous Service Amount	No	Total amount for previous service.
Outstanding Amount	No	Remaining previous service amount.

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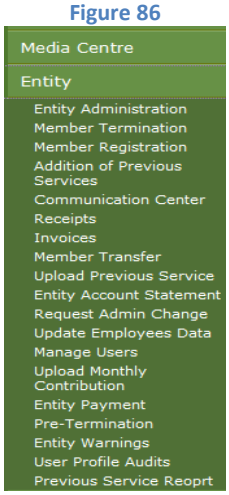
2.10. Entity Account Statement

This service allows you to view information on all the payments and deductions related to your account with the Fund.

Steps:

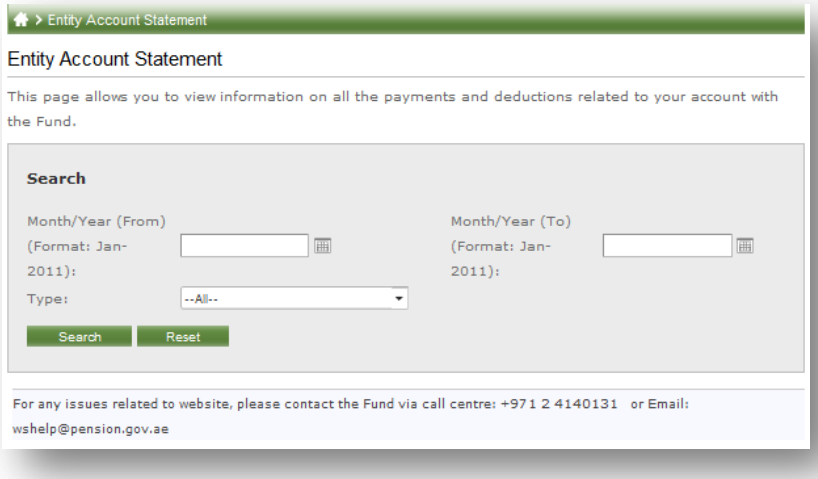
1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under **Entity** menu, click on "Entity Account Statement" (see **Figure**).

Figure 86



3. Portal will open the Entity Account Statement form (see **Figure**).

Figure 87


Entity Account Statement
Entity Account Statement
This page allows you to view information on all the payments and deductions related to your account with the Fund.
Search
Month/Year (From) (Format: Jan-2011):
Month/Year (To) (Format: Jan-2011):
Type:
--All--
Search
Reset
For any issues related to website, please contact the Fund via call centre: +971 2 4140131 or Email: wshelp@pension.gov.ae

Notes

- By default, search criteria will be blank and the result grid is hidden.

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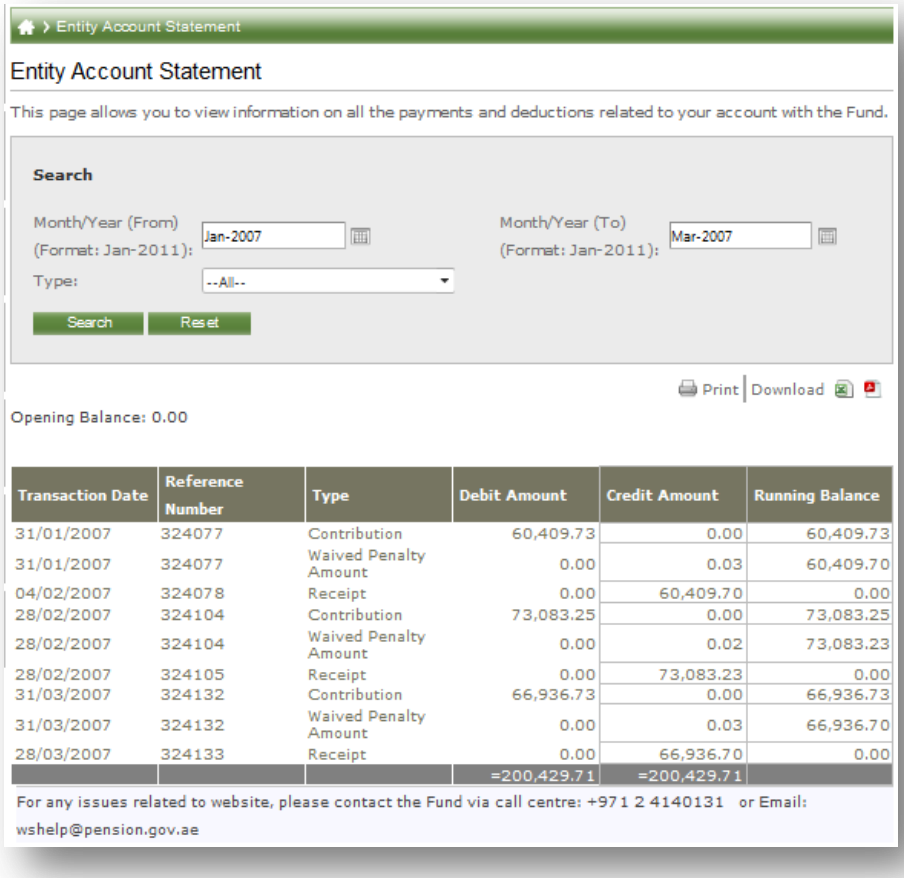
4. User can enter the required criteria for the search fields (as shown in the following table) and may click Search button to retrieve the records accordingly.

Field Name	Optional	Description
Month/Year (From)	No	Use this field to search by month/year From. All records with transaction date beyond "month/year From" will be selected.
Month/Year (To)	No	Use this field to search by month/year To. All records with transaction date prior to "month/year to" will be selected.
Type	No	Dropdown to select different types of invoices or receipts

5. Portal will show all records meeting the search criteria in the grid (see Figure).

Figure 88


Entity Account Statement
Entity Account Statement
This page allows you to view information on all the payments and deductions related to your account with the Fund.
Search
Month/Year (From) (Format: Jan-2011): Jan-2007
Month/Year (To) (Format: Jan-2011): Mar-2007
Type: --All--
Search
Reset
Print
Download
Opening Balance: 0.00
Transaction Date | Reference Number | Type | Debit Amount | Credit Amount | Running Balance
31/01/2007 | 324077 | Contribution | 60,409.73 | 0.00 | 60,409.73
31/01/2007 | 324077 | Waived Penalty Amount | 0.00 | 0.03 | 60,409.70
04/02/2007 | 324078 | Receipt | 0.00 | 60,409.70 | 0.00
28/02/2007 | 324104 | Contribution | 73,083.25 | 0.00 | 73,083.25
28/02/2007 | 324104 | Waived Penalty Amount | 0.00 | 0.02 | 73,083.23
28/02/2007 | 324105 | Receipt | 0.00 | 73,083.23 | 0.00
31/03/2007 | 324132 | Contribution | 66,936.73 | 0.00 | 66,936.73
31/03/2007 | 324132 | Waived Penalty Amount | 0.00 | 0.03 | 66,936.70
28/03/2007 | 324133 | Receipt | 0.00 | 66,936.70 | 0.00
=200,429.71 | =200,429.71
For any issues related to website, please contact the Fund via call centre: +971 2 4140131 or Email: wshelp@pension.gov.ae

- Transaction Date – transaction date of the financial record(for example invoice due date, receipt date)

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- Reference Number- reference number for the financial record(for example invoice number, receipt number)
- Type - type of financial transaction
- Debit Amount – invoice amount to be paid by entity
- Credit Amount – payments made by entity
- Running Balance – running balance is the difference in debit and credit in running sequence

Notes

- User may click the Reset button to clear the search input values.
- User may download the list of records (or details of any record) in PDF format by using button.
- User may print the list of records by using button.
- User may print the list of records (or details of any record) by using button.

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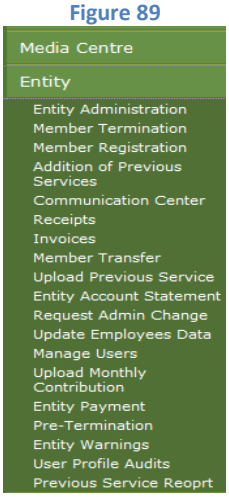
2.11. Entity Admin Change Request

This Service allows entities to submit a request to change the Entity's Administration.

Steps:

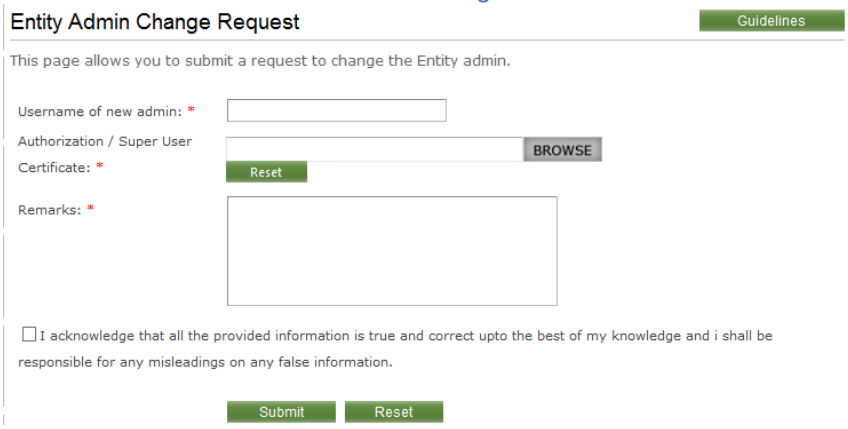
1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under **Entity** menu, click on "Request Admin Change" (see **Figure**).

Figure 89



3. Portal will open the form (see **Figure**).

Figure 90


Entity Admin Change Request
Guidelines
This page allows you to submit a request to change the Entity admin.
Username of new admin: *
Authorization / Super User Certificate: *
BROWSE
Reset
Remarks: *
I acknowledge that all the provided information is true and correct upto the best of my knowledge and i shall be responsible for any misleadings on any false information.
Submit
Reset

Field Name	Optional	Description
Username of new admin	No	Username for new admin.
Authorization / Super user Certificate	No	Authorization document for new user.
Description	No	Description for the request.

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Notes

- User may click the Reset button to clear the search input values.
- Only valid file formats are allowed as attachment.
- File size should be less than or equal to the allowable size.

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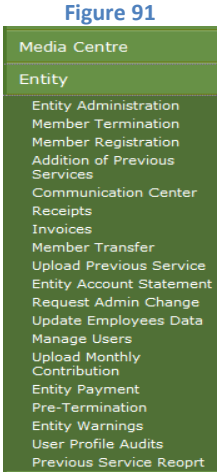
2.12. Update Employees Data

In addition to the ability of managing the employees information (that's been used in the registration), this service provides a central point for managing the member's most used forms.

Steps:

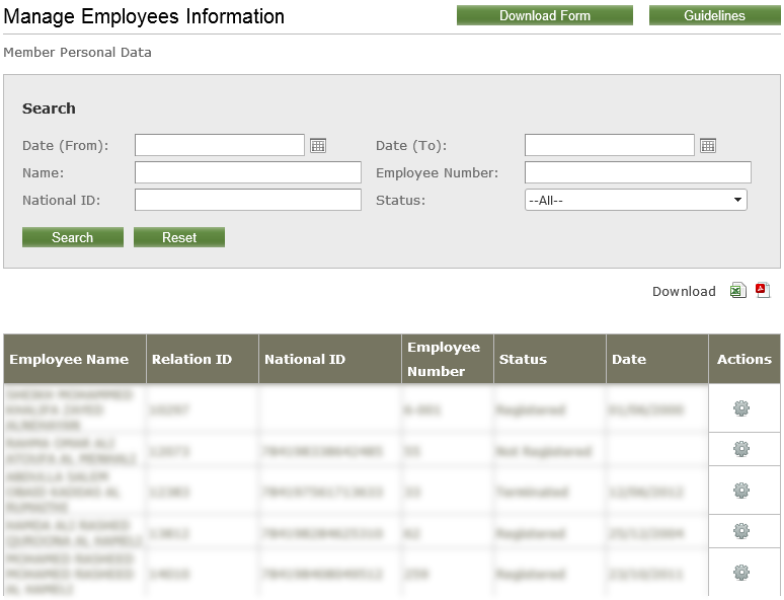
1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under **Entity** menu, click on "Update Employees Data" (see **Figure**).

Figure 91



3. Portal will open the Manage Employees Information form (see **Figure**).

Figure 92



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Notes

- By default, search criteria will be blank and the grid will show all available records.

4. User can enter the required criteria for the search fields (as shown in the following table) and may click the Search button to retrieve the records accordingly.

Field Name	Optional	Description
Date (To)	Yes	Use this field to search by Date To. All records with transaction date prior to "Date To" will be selected.
Date (From)	Yes	Use this field to search by Date From. All records with transaction date beyond "Date From" will be selected.
Name	Yes	The name of the member.
Employee Number	Yes	Employee number of the member.
National ID	Yes	National ID of the member.
Status	Yes	Dropdown to select the value.

5. Portal will show all records meeting the search criteria in the grid with the following columns:
    - Employee Name
    - Relation ID
    - National ID
    - Employee Number
    - Status
    - Date

Notes

- User may click the Reset button to clear the search input values.
- User may download the list of records in PDF format by using the button.
- User may download the list of records in MS-Excel format by using the button.
- User may print the list of records by using the button.

2.12.1. First Option: Edit

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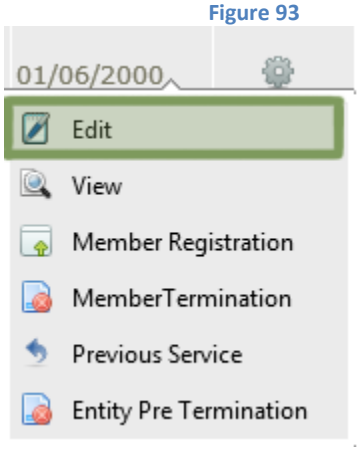
User may edit the details of member record by clicking the "Edit" button in the "Action" column (see Figure).

Figure 93



Notes

- If the employee status was "not registered" you cannot "Edit" his/her information
- On all steps, the available information about the member will be auto-populated in the respective fields. User may edit any value if required.

2.12.1.2 First Step: Member's Demographic Details

As shown in Figure , the 1st step will be opened for changing the member's demographic details.

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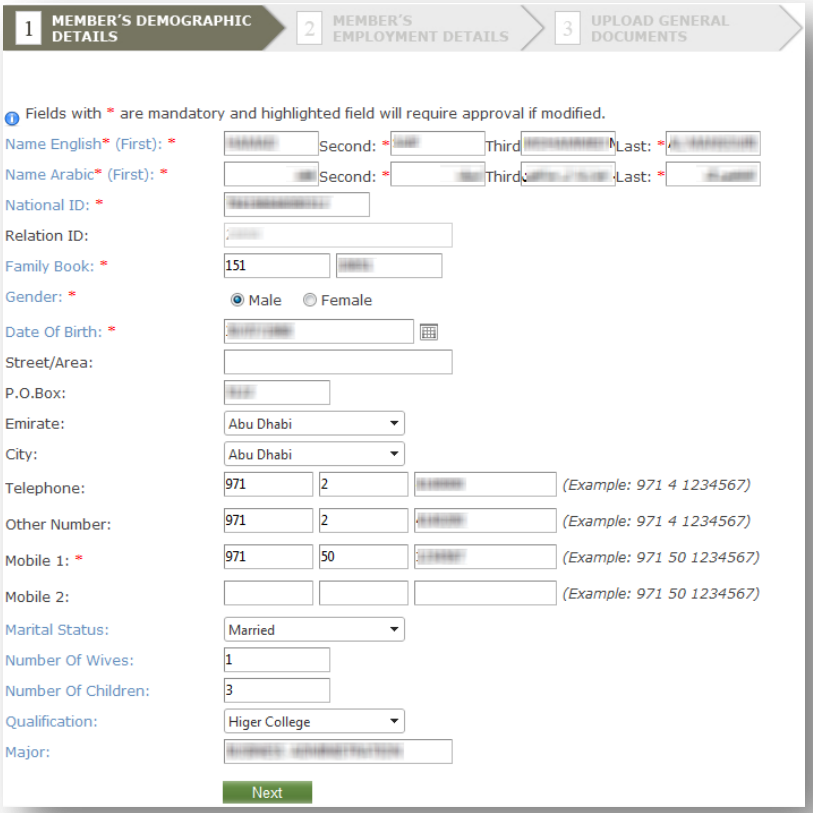
Figure 94



1. Note that there are two types of fields.
    a. **Controlled fields**– These are fields marked with blue color caption. Any update in these fields will require approval from the Fund team. It is only after the approval, the data will be updated.
    b. **Simple fields**– These are fields which don't require Fund approval. Data will be updated immediately after saving.

2. The form is loaded with default values for some fields (based upon the settings). The following table describes the available fields:

Field Name	Optional	Description
Name English*	No	English name of the member as in National ID
Name Arabic*	No	Arabic name of the member as in National ID
National ID*	No	National ID of the member.
Relation ID	Yes	Relation ID of the member.
Family Book*	No	Family book of the member.(family book town number and family book number)

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Gender*	No	Gender of the member.
Date of Birth*	No	Date of birth of the member.
Street / Area	Yes	Address of the member in terms of street and area.
P.O. Box	Yes	P.O. Box of the member.
Emirate	Yes	Dropdown to select the Emirate for PO box as: • Abu Dhabi • Dubai • Sharjah • Ajman • Umm Al Quwain • Ras Al Khaimah • Fujairah
City	Yes	name of the city for PO Box
Telephone	Yes	Telephone number
Other Number	Yes	Any other contact number
Mobile 1	No	Mobile number of the member.
Mobile 2	Yes	Any other mobile number of the member if any.
Marital Status*	Yes	Marital status of the member as: • Single • Married • Divorced
Number of Wives*	Yes	The number of wives of member.
Number of Children*	Yes	The number of Children of member.
Qualification*	Yes	Qualification should be selected from dropdown list as: • Primary • Preparatory • Secondary • Certified • Diploma • Higher Degree • Bachelor • Master • PhD • Professor • University • Illiera • Elementary • Higher College • InjazCe.
Major*	Yes	The major area for expertise of the member.

- * = These fields are Controlled fields.

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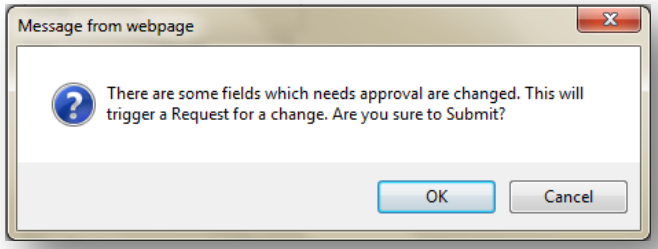
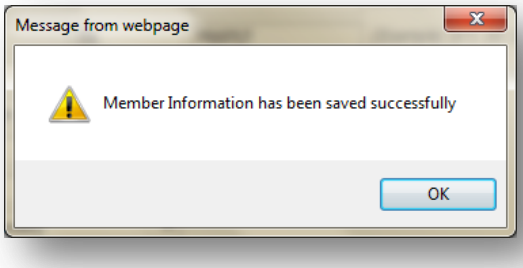
3. After making the required changes, click the Next button to submit the request.
   i. If there is change in Controlled fields only, then a message will be shown (see Figure).

Figure 95


Message from webpage
There are some fields which needs approval are changed. This will trigger a Request for a change. Are you sure to Submit?
OK
Cancel

   i. If there is a change in Simple fields, Portal will save the data directly (without approval) and a message will be shown (See Figure).

Figure 96



Notes

- All mandatory fields must be filled with valid values prior to submission.
- If both Controlled fields and Simple fields are changed in the same request, Portal will save the Simple fields data directly and will create a request for Controlled fields(to be approved by the Fund).
- If there is any previous change member request for the same member (with same national id or name and Date of birth) which is submitted and not completed or cancelled, entity user will be alerted and will not be able to submit the new request.

4. In case of a change in Controlled fields and user presses OK to submit the request for update, it will open the next step of wizard.

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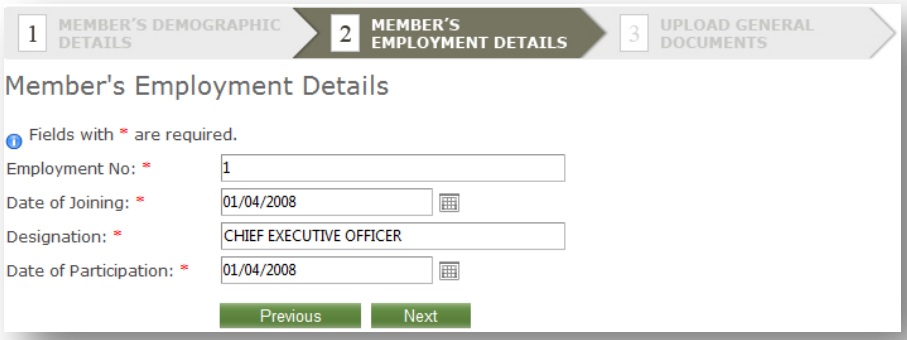
2.12.1.3. Second Step: Member's Demographic Details

As shown in Figure , the 2nd step will be opened for changing the member's employment details.

Figure 97



The following table describes the available fields:

Field Name	Optional	Description
Employment No	No	Employment number of member for current service.
Date of Joining	No	The date of joining of member for current service.
Designation	No	Current Member's designation
Date of Participation	No	The date when member started the contributing to Fund for current service.

User will click the Next button to proceed to the next step.

2.12.1.4. Third Step: Upload General Documents

As shown in Figure , the 3rd step will be opened for uploading the required documents.

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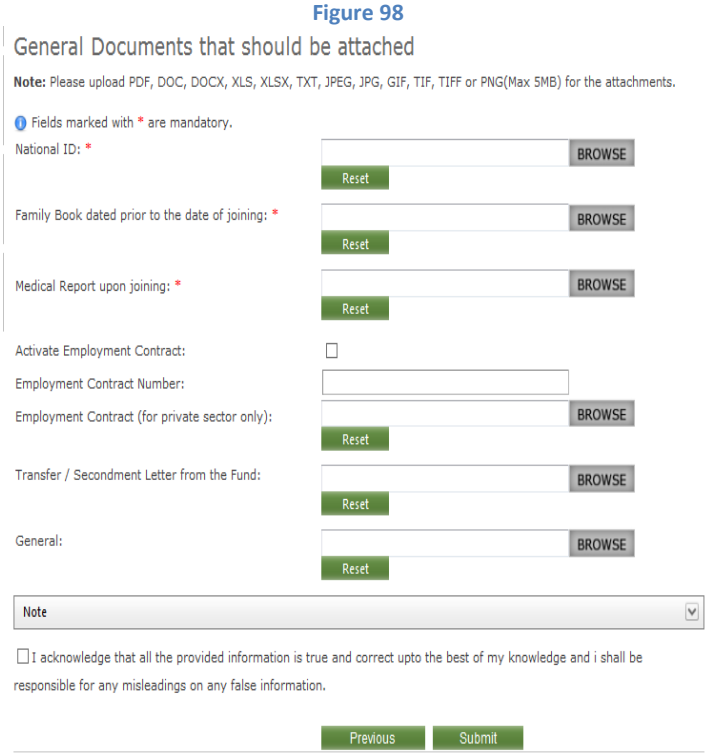
Figure 98


General Documents that should be attached
Note: Please upload PDF, DOC, DOCX, XLS, XLSX, TXT, JPEG, JPG, GIF, TIF, TIFF or PNG(Max 5MB) for the attachments.
Fields marked with * are mandatory.
National ID: *
BROWSE
Reset
Family Book dated prior to the date of joining: *
BROWSE
Reset
Medical Report upon joining: *
BROWSE
Reset
Activate Employment Contract:
Employment Contract Number:
Employment Contract (for private sector only):
BROWSE
Reset
Transfer / Secondment Letter from the Fund:
BROWSE
Reset
General:
BROWSE
Reset
Note
I acknowledge that all the provided information is true and correct upto the best of my knowledge and i shall be responsible for any misleadings on any false information.
Previous
Submit

The following table describes the available fields:

Field Name	Optional	Description
National ID	Yes	By default, this is not mandatory. But if any (or all) of the following fields is changed, this attachment becomes mandatory. • Name of the member • National ID of the member • Date of Birth of the member
A copy of the family Book dated prior to the date of joining	Yes	By default, this is not mandatory. But if any (or all) of the following fields is changed, it will be mandatory. • Marital status • Number of wives • Number of children • Family book r
A copy of the Medical Report upon joining	Yes	Attach a copy of the medical report.
Active Employment Contract	Yes	It's only mandatory to activate for private sector
Employment Contract Number	Yes	Enter the employment contract number, it's mandatory when you want to activate employment contract.

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Employment Contract	Yes	Attach a copy of the employment contract
Transfer Letter	Yes	Attach a copy of the confirmation letter from the ADBRPF indicating the member transfer. This document is not mandatory by default. This becomes mandatory for transferred/seconded cases or when the Transfer/Seconded fields are entered.
General	Yes	Attach any other document related to the request.

- Activate Employment Contract:
  - activating employment contract is for private sector only
  - when "Activate Employment Contract" checked, the following two fields ("Employee Contract Number" and "Employment Number") becomes mandatory
- If an unregistered member draft exists for the same member (with the same National ID) and request type, the system will automatically delete this draft.

Finalized: Submission Successful

After successful submission of the request, for the purpose of tracking and further reference, a Tracking Number will be generated. User is also prompted if he requires submitting another request.

Notes

- Delayed Registration Fine
  - The extra fees start after 10 calendar days from the member joining date.
  - The extra fees will be 100AED for each day of delay.

2.12.2. Second Option: View

User may view the details of member record by clicking the "View" button in the "Action" column (see **Figure**)

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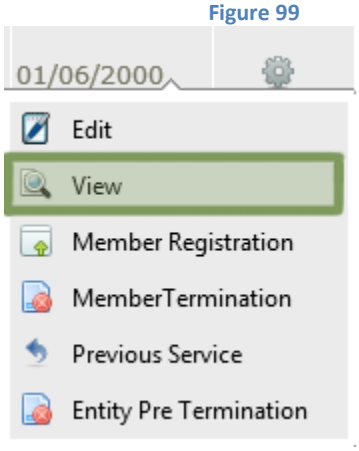
Figure 99



Upon clicking the "View" button, it will open a popup screen showing the 1st step of the wizard (see Figure)

Figure 100

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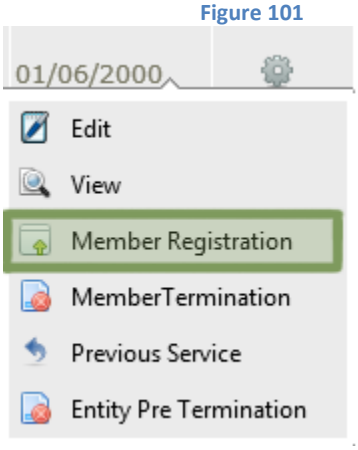
Notes

- On all steps, the available information about the member will be auto-populated in the respective fields. User may edit any value if required.

2.12.3. Third Option: Member Registration

User may register a member by clicking the "Member Registration" button in the "Action" column (see **Figure**)

Figure 101



More details available on the "Member Registration" section (**2.1.1on page 55)**

2.12.4. Forth Option: Member Termination

User may terminate a member by clicking the "Member Termination" button in the "Action" column (see **Figure**)

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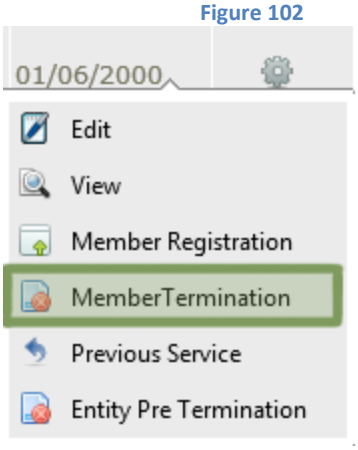
Figure 102

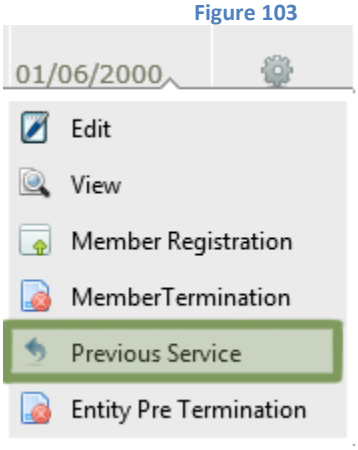


More details available on the “Member Termination” section (2.3on page 70)

2.12.5. Fifth Option: Previous Service

User may add a previous service for a member by clicking the “Previous Service” button in the “Action” column (see Figure)

Figure 103



More details available on the “Previous Service” section (2.4on page 83)

2.12.6. Sixth Option: Entity Pre Termination

User may send a pre-termination form for a member by clicking the “Entity Pre Termination” button in the “Action” column (see Figure)

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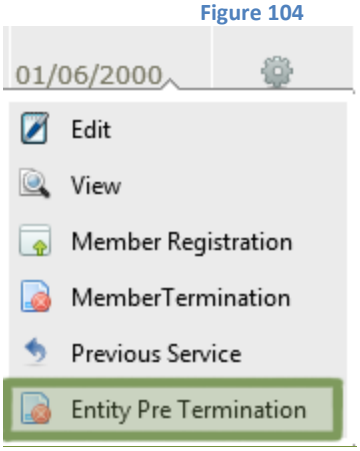
Figure 104



More details available on the “Pre Termination” section (2.16on page 143)

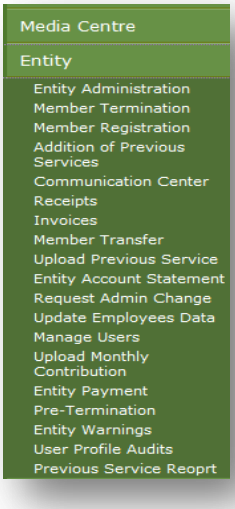
2.13. Manage Users

This service allows the entity to view and maintain the permissions of their entity’s users.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under **Entity** menu, click on “Manage Users” (see **Figure**).

Figure 105



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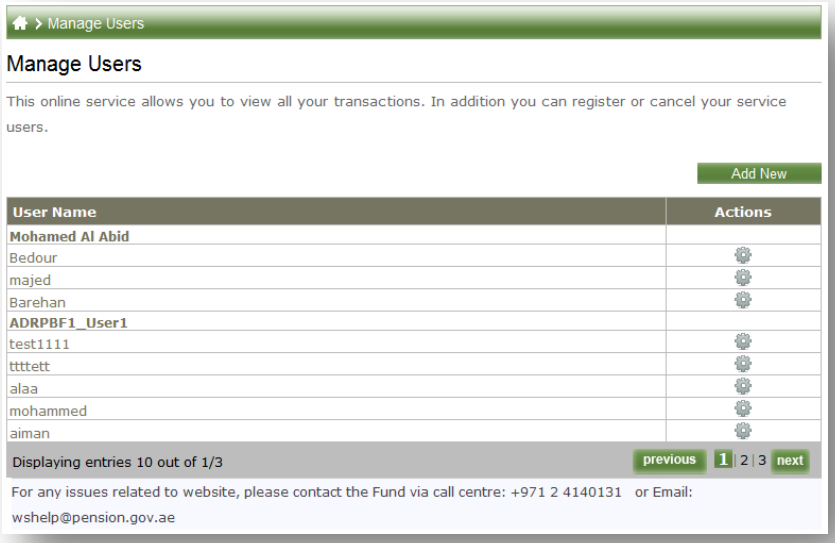
3. Portal will open the Manage Employee Permissions (see **Figure**).

Figure 106



4. User may click the Add New button. Portal will launch the popup where the user can add new user and assign permissions (see **Figure**).

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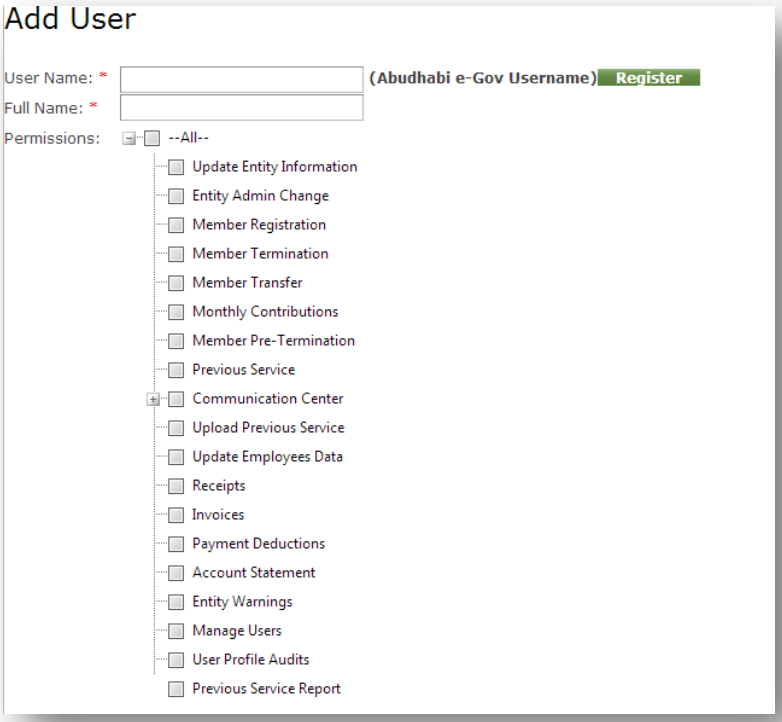
Figure 107



5. User may click the Register button. This will redirect the user to the ADSIC website.
6. User may enter the username for an existing member and assign different permissions to user by selecting relevant services.
7. User will click Save button to save the selected permissions for the selected member.

Notes

- User should enter his "Full Name" according to his registration form.
- Selected member must have a valid account to login.
- User may click the Cancel button to cancel the process.

8. User may click on "Communication Center". A list will expand of types of the communication center. (see **Figure)**

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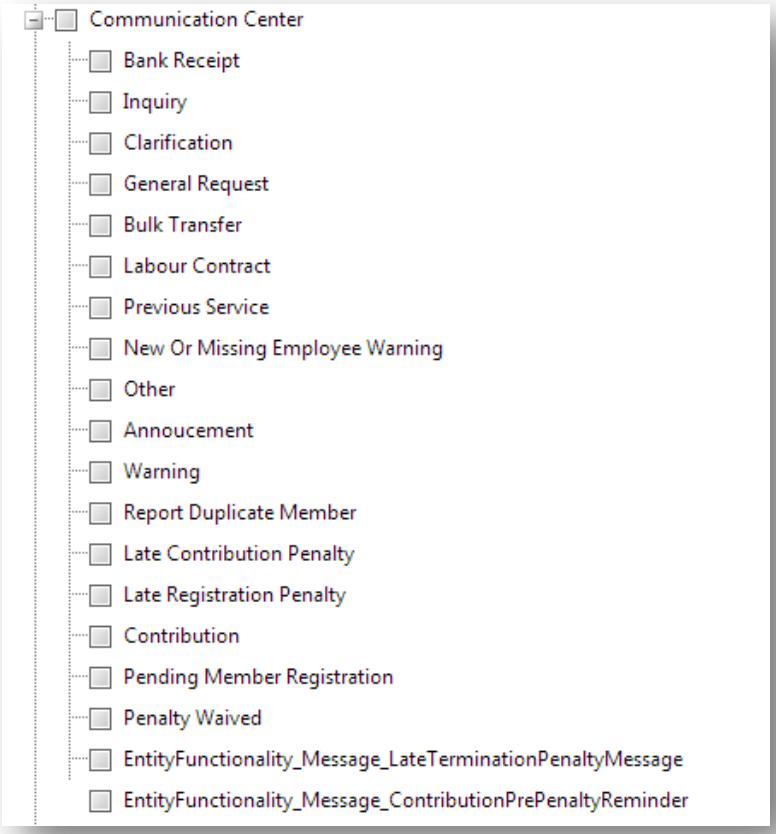
Figure 108



9. There is two categories of permissions in "Communication Center" service, the categories described as the following:
    A. The User can select it as a subject and communicate with the pension fund about it.
    B. The User "only receive" messages from the pension fund about specific subjects

The following table describes the available fields:

Permission	Category Type
Bank Receipt	A
Inquiry	A
Clarification	A
General Request	A
Bulk Transfer	A
Labor Contract	A
Previous Service	A
New Or Missing Employee warning	B
Other	A

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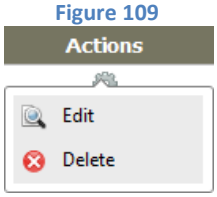
Announcement	B
Warning	B
Report Duplicate Member	B
Late Contribution Penalty	B
Late Registration Penalty	B
Contribution	A
Pending Member Registration	B
Penalty Waived	B
Late Termination Penalty Message	B
Contribution Pre Penalty Reminder	B

Notes

- If the user has been given permission from the category "B" any message from the Pension Fund regarding that subject will be delivered to the user inbox.

10. User may also editor delete an existing entity user by clicking on the "Edit" or "Delete" button against any record under "Action" column (see Figure).

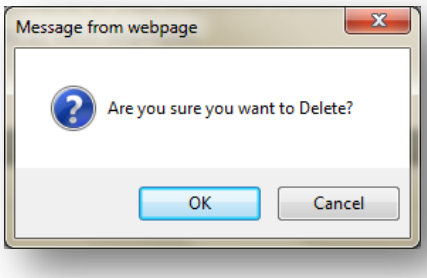
Figure 109



11. Upon clicking "Edit" option, application will open that user in edit mode by showing the user name and by showing the selected permissions. Entity User may change the values if required and save.

12. Upon clicking the "Delete" option, application will show the confirmation message as shown in Figure . Upon confirmation, the user will be deleted from the Portal and the user will not be able to login/use the Portal.

Figure 110



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Notes

- Changes in the permissions will only be effective on the next login.

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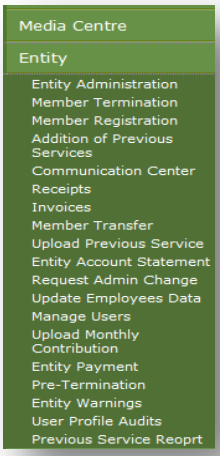
2.14. Upload Monthly Contribution

This service allows you to submit the monthly contributions data of your entity.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under **Entity** menu, click on "Upload Monthly Contribution" (see **Figure**).

Figure 111



3. User will be shown with an interface (depends on the entity configuration with the Fund) for uploading the monthly contribution data. There are three interfaces as described below:

   i. XML Upload (See **Figure**)
      - User can upload a file in an XML format. The selected file will be validated by the Portal for correctness before submission.
      - User can download the file for the previously uploaded contribution by clicking download last month contribution link. This will download the previous month loaded in the Fund Portal as the next month to be loaded. User can then modify the downloaded file with necessary changes and submit the file for the required month and year.

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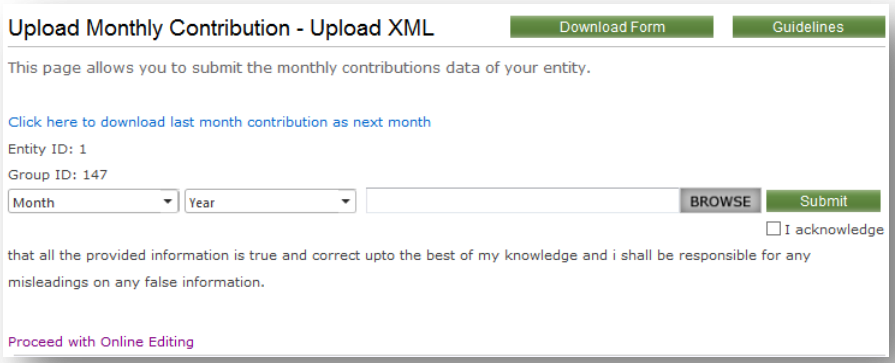
Figure 112


Upload Monthly Contribution - Upload XML
Download Form
Guidelines
This page allows you to submit the monthly contributions data of your entity.
Click here to download last month contribution as next month
Entity ID: 1
Group ID: 147
Month
Year
BROWSE
Submit
I acknowledge
that all the provided information is true and correct upto the best of my knowledge and i shall be responsible for any misleadings on any false information.
Proceed with Online Editing

- User can proceed with edit online option by clicking Proceed with Online Editing link given on the page. Portal will open the grid (tabular format page) for editing the data online as shown in Figure.

  - User can click on Load Last Month as next month button to load the data of last month in the grid. After loading, user can change the data as required by editing that particular record and submit the record. User can then submit the file for the selected Month and Year.

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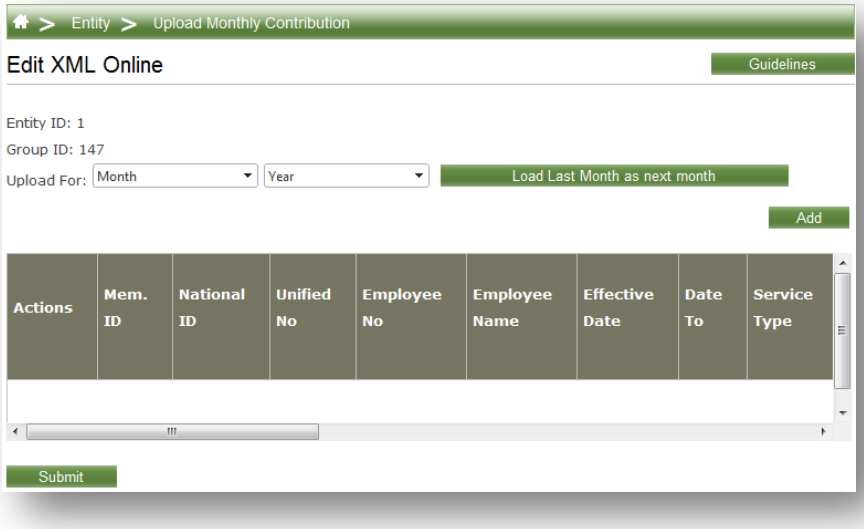
Figure 113



Notes

- Only a valid XML file can be loaded.
- In case of agreement between certain entities with the pension fund by adding allowances not included in the contribution sheet, it will be added in the downloaded template.
- All the given values will be validated according to the set of rules.

ii. Excel Upload (See **Figure**)

- User can upload an MS-Excel format file for monthly contribution. The selected file will be validated by the Portal for correctness before submission.
- User downloads the file for the previously uploaded contribution by clicking Download the file for the last month link. This will download the previous month loaded in the Fund Portal as the next month to be loaded. User can then modify the downloaded file with necessary changes and submit the file for the required month and year.

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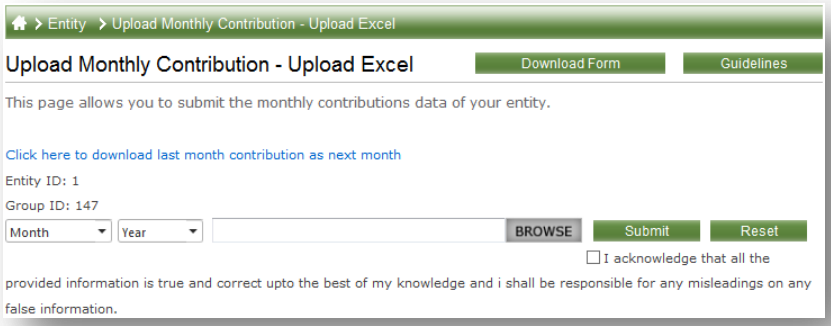
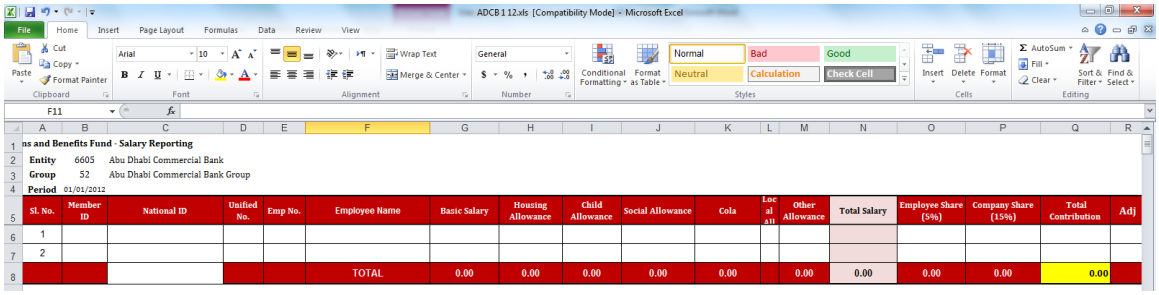
Figure 114


Entity > Upload Monthly Contribution - Upload Excel
Upload Monthly Contribution - Upload Excel
Download Form
Guidelines
This page allows you to submit the monthly contributions data of your entity.
Click here to download last month contribution as next month
Entity ID: 1
Group ID: 147
Month
Year
BROWSE
Submit
Reset
I acknowledge that all the provided information is true and correct upto the best of my knowledge and i shall be responsible for any misleadings on any false information.

Notes

- Only a valid MS-Excel file can be loaded.
- All the given values will be validated according to the set of rules.
- In case of agreement between certain entities with the pension fund by adding allowances not included in the contribution sheet, it will be added in the downloaded template.
- User may click on the Reset button to clear the form.


ns and Benefits Fund - Salary Reporting
Entity 6605 Abu Dhabi Commercial Bank
Group 52 Abu Dhabi Commercial Bank Group
Period 01/01/2012
Sl. No. | Member ID | National ID | Unified No. | Emp No. | Employee Name | Basic Salary | Housing Allowance | Child Allowance | Social Allowance | Cola | Local Allowance | Other Allowance | Total Salary | Employee Share (5%) | Company Share (15%) | Total Contribution | Adj
1
2
TOTAL 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00

iii. Interface Upload (See Figure)

- User can upload an MS-Excel format file in interface file format) for monthly contribution. The selected file will be validated by the Portal for correctness before submission.

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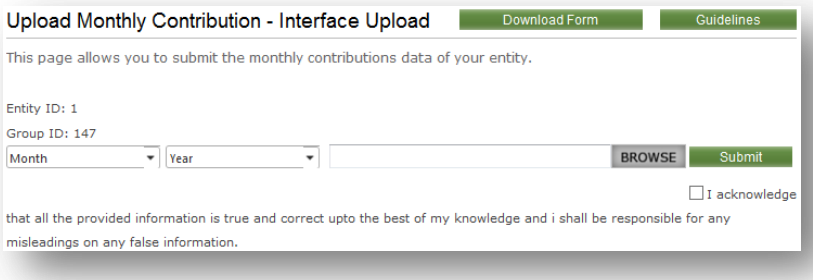
Figure 115


Upload Monthly Contribution - Interface Upload
Download Form
Guidelines
This page allows you to submit the monthly contributions data of your entity.
Entity ID: 1
Group ID: 147
Month
Year
BROWSE
Submit
I acknowledge
that all the provided information is true and correct upto the best of my knowledge and i shall be responsible for any misleadings on any false information.

Notes

- In case of agreement between certain entities with the pension fund by adding allowances not included in the contribution sheet, it will be added in the downloaded template.

Finalized: Submission Successful

After successful submission of request, for the purpose of tracking and further reference, a Tracking Number will be generated. User is also prompted if he requires submitting another request.

Validation for completeness of file submitted

- File should be in valid format as required in each type of contribution upload.
- Entity id, group id and the period selected and the in file should be correct.
- Every employee in the file should have national id, employee number and employee name.
- Every employee in the file should have basic salary (exception for adjustment lines)

Rules

- Warnings will be generated for lines where the employee, employer and total contribution does not match the 5%, 15% and 20% respectively.
- If there are new Contribution lines in the file, it will trigger adding a new registration draft request in the Draft of the user, with a message that additional charges will be applied as per the Pension Law if the entity fails to complete the registration within the period provided for in the Pension Law; adjustment new lines trigger no action.
- If there are Contribution lines that are missed when compared to last month contribution, it will trigger adding a new termination draft request which has to be completed by the entity.
- Entity will be notified if contribution is not submitted for a registered member.
- If a contribution file for a month submitted previously is submitted again and if fund has not processed the file, user will be prompted to cancel the previous submission and submit the new file.

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- If a contribution file for a month submitted previously is submitted again and if fund has processed the file, user will not be able to submit the new file
- If entity did not submit contribution file for 1 or more months, then on the next contribution file submission, there should be a message asking whether there were any national employees for the past months.
  - If the answer is no, then on submission of the current month, web service should automatically generate blank files for the previous months that were not uploaded.
  - If the answer is yes then message for "should blank file be loaded for the previous months" will be asked.
    - If entity chooses yes then submit blank files for all the previous months.
    - Else entity should not be able to submit the current month until he submits the previous month.
- If there is an adjustment file uploaded for the same month, it would stay in the staging area and when the next month file is submitted, it would merge the 2 files and submit 1 file to Fund.
- Additional charges will be generated for the number of days the file was submitted late after the due date for submitting a contribution file. For cases where ADRPBF waives such additional charges, the system will notify the entity by email and will also create additional charges waived message in the entity's Inbox. The same message will be shown in the relevant requests where the additional charges were applied.

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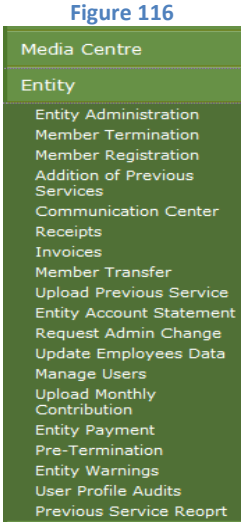
2.15. Entity Payment Deductions

This service allows you to display list of all deductions from Pensioner or Member's End of Service to the entity.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under **Entity** menu, click on "Entity Payment". See **Figure** .

Figure 116



3. Application will open the page–by showing the search criteria section. See **Figure** .

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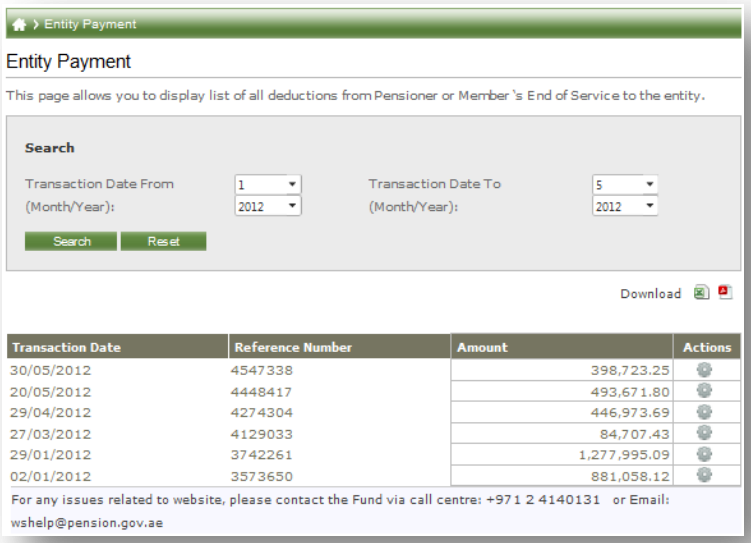
Figure 117



Notes

- By default, search criteria will be having default values and the page will be loaded by showing all the available records.

4. User can enter the required criteria for the search fields (as shown in the following table) and may click Search button to fetch the records accordingly**.**

Field Name	Optional	Description
Transaction Date From (Month/Year)	No	Use this field to search by month/year From. All records with transaction date beyond "month/year From" will be selected.
Transaction Date To (Month/Year)	No	Use this field to search by month/year To. All records with transaction date prior to "month/year to" will be selected.

5. Application will show the records according to the given criteria. Following columns will be shown in the list of records.
    - Transaction Date
    - Reference Number
    - Amount

Notes

- User may click Reset button to clear the search input values.

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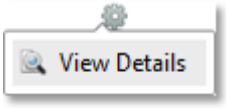
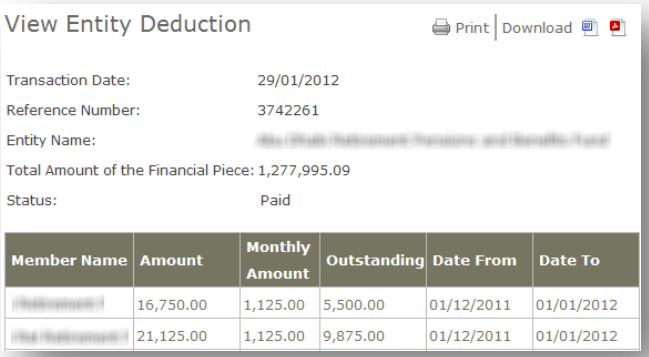
6. User may view the details of any record by clicking “View Details” button in the “Action” column. See **Figure** .

Figure 118



7. Upon clicking “View Details” button for any record, application will load the popup to show the details of that record. See **Figure** .

Figure 119



Notes

- User may download the details of any record in MS-Word format by using button on popup.
- User may download the given list of records (or the details of any record) in PDF format by using button on popup.
- User may print the given list of records by using button.
- User may print the given list of records (or the details of any record) by using button.

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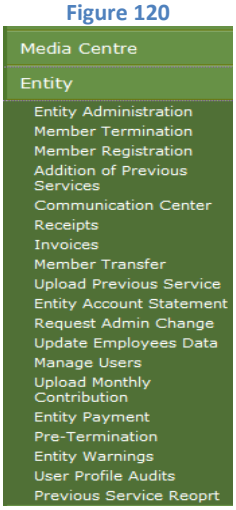
2.16. Pre-Termination

This service notifies ADRPBF about the member's termination date in advance which helps in accelerating of the required processes for terminating a member and releasing the pension salary on time if member is eligible for it.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. Under **Entity** menu, click on "Pre Termination". See **Figure** .

Figure 120



3. Application will launch the wizard based form – 1st step, by showing the default values (if any). See **Figure** .

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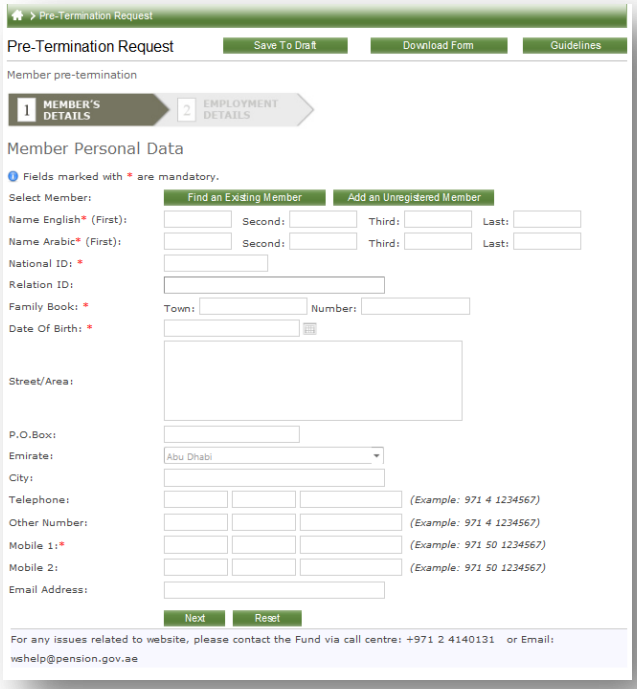
Figure 121



Notes

- Blank or invalid values are not allowed.
- All mandatory fields should be filled before going to next step.

2.16.1. First Step: Member's Details

As shown in Figure, user has to fill out the basic information about the member for whom the request is being submitted.

The following table describes the available fields:

Field Name	Optional	Description
Name English	No	English name of the member as in National ID
Name Arabic	No	Arabic name of the member As in National ID
National ID	No	National ID of the member.
Relation ID	Yes	Relation ID of the member.
Family Book	No	Family book of the member.
Date of Birth	No	Date of birth of the member.
Street / Area	Yes	Address of the member in terms of street and area.

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P.O. Box	Yes	P.O. Box for the member.
Emirate	Yes	Dropdown to select the Emirate for PO Box as: • Abu Dhabi • Dubai • Sharjah • Ajman • Umm Al Quwain • Ras Al Khaimah • Fujairah
City	Yes	Name of the city for PO Box.
Telephone	Yes	Telephone number for that member
Other Number	Yes	Any other contact number for that member
Mobile 1	No	Mobile number of the member.
Mobile 2	Yes	Any other mobile number of the member if any.

User may use the following options on 1st step:

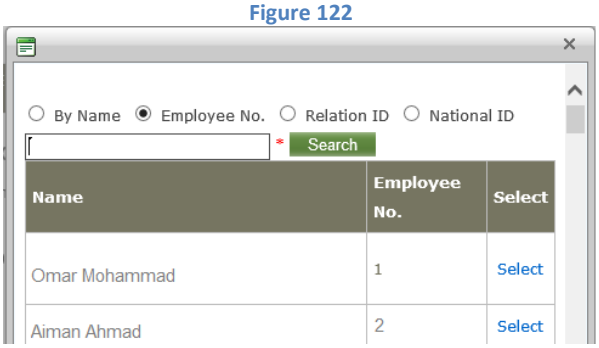
a. **Find an Existing Member**:

i. User may retrieve the data of an existing member. By clicking on Find an Existing Member button, Portal will show the popup having with following options for searching the member. See **Figure** .

- **By Name** – User will be able to search for a member by entering the name.
- **Employment Number** – User will be able to use the employment number to search the member record.
- **National ID** - user can search the member by entering the national ID.
- **Relation ID** – User can search the member by entering the Relation ID.

ii. After entering the search criteria, user will click Search button.

Figure 122



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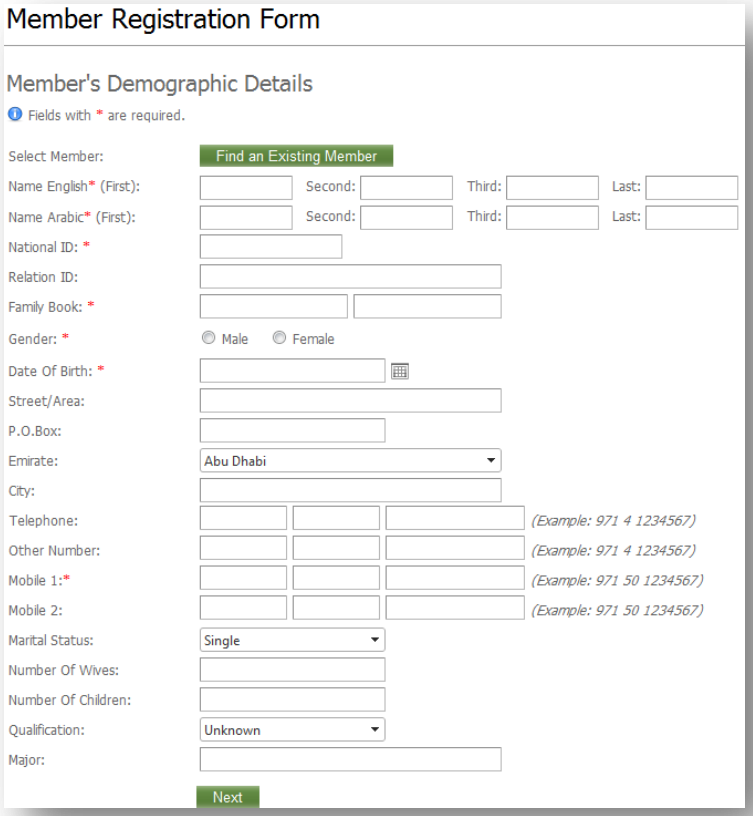
iii. User will have to click Select button to retrieve the member's information. After loading the member information, user can proceed with editing the data if needed and the rest of wizard.

b. **Add an Unregistered Member**:

i. User may add a new member who is not registered with the Fund by clicking Add an Unregistered Member button. Portal will open the Member Registration Wizard in a popup.
See **Figure**.

Figure 123



ii. In the opened Member Registration wizard, user may click **Find an Existing Member** to retrieve an existing member record.

iii. After the member registration is complete, the main form will be pre-populated with details provided during the registration.

iv. User may edit the newly added member information and proceed with the rest of Member Pre-Termination wizard.

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After filling the required information, user may click on the Next button to proceed to the next step or may click on the Reset button to clear the form.

Notes

- If the selected member (after finding) is not registered in the Fund, user will be prompted to do the registration for that member.

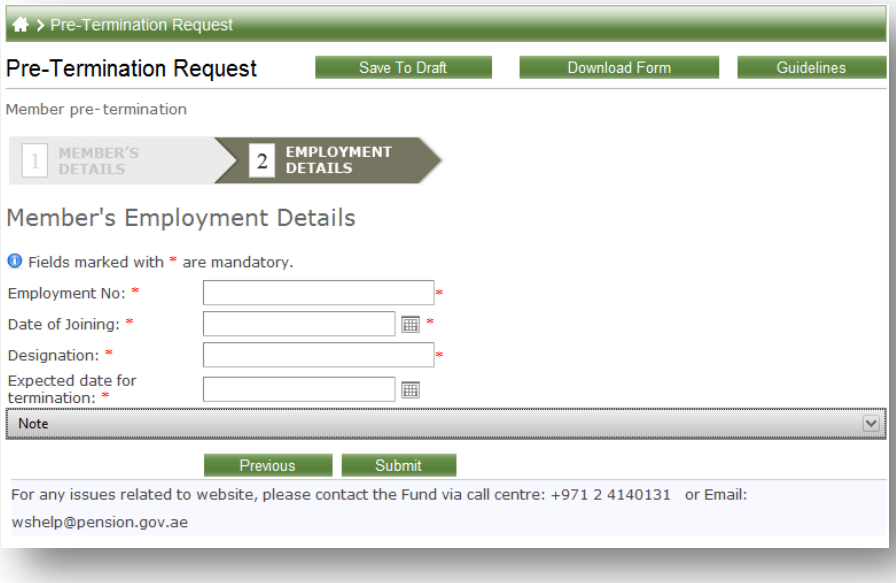
2.16.2. Second Step: Employment Details

Enter employment details including current employer details, salary details and reason for terminating the member. See **Figure** .

The following table describes the available fields:

Field Name	Optional	Description
Employment No	No	Employment number of the member.
Date of Joining	No	The joining date of member.
Designation	No	Designation of member.
Expected Date of Termination	No	The expected date of termination for that member.
Note	Yes	Comments or notes to appear on the request.

Figure 124



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Notes

- Null or invalid values are not allowed.
- All mandatory fields should be filled before proceeding to the next step.
- Date of Joining cannot be prior to Date of Birth.
- Expected date of Termination should be greater than today.
- Expected Date of Termination cannot be prior to Date of Joining.

Finalized: Submission Successful

After successful submission of request, for the purpose of tracking and further reference, a Tracking Number will be generated. User is also prompted if he requires submitting another request.

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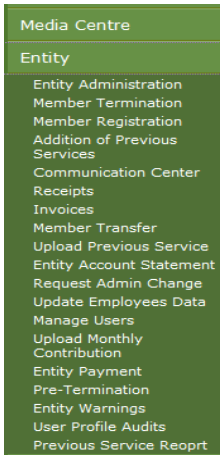
2.17. Entity Warnings

This page allows you to generate a report which presents all automated warnings generated by the system for your entity during a specified period of time.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. From the **Entity** menu, select "Entity Warnings" (see **Figure**).

Figure 125



3. Portal will open the invoices page (see **Figure**).

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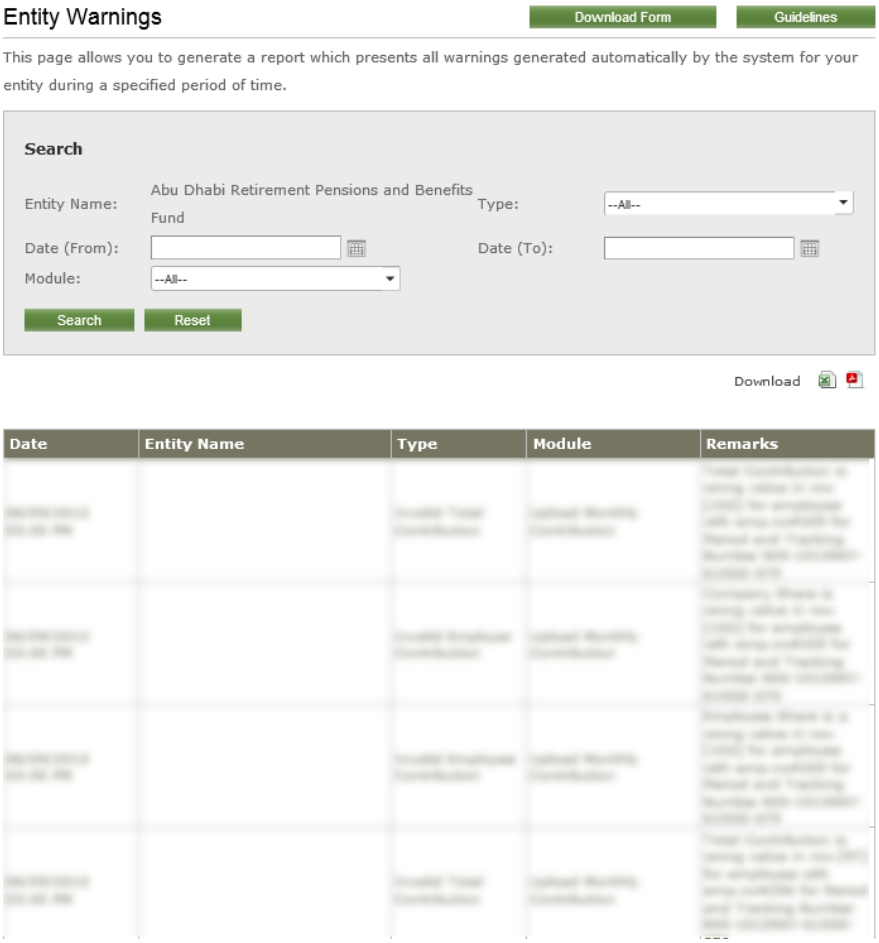
Figure 126



Notes

- By default, search criteria will be blank and the grid shows all available records.

4. User can enter the required criteria for the search fields (as shown in the following table) and may click Search button to fetch the records accordingly**.**

Field Name	Optional	Description
Module	Yes	Use this field to search by the module of the warning.
Type	Yes	Use this field to search by type of the warning.
Date (From)	Yes	Use this field to search by Date From. All records with transaction date beyond "Date From" will be selected.
Date (To)	Yes	Use this field to search by Date To. All records with transaction date prior to "Date To" will be selected.

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5. Portal will show all records meeting the search criteria in the grid with following columns:

    - Date
    - Entity Name
    - Type
    - Module
    - Remarks

Notes

- User may click the Reset button to clear the search input values.
- User may download the list of records (or details of any record) in PDF format by using the button.
- User may print the list of records by using the button.

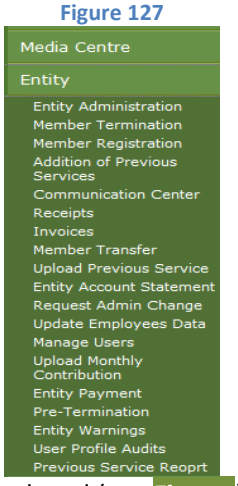
2.18. User Profile Audits

This service allows Entity user to audit trail their users' profile.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. From the **Entity** menu, select "User Profile Audits" (see **Figure**).

Figure 127



3. The User Profile Audits page is displayed (see **Figure**).

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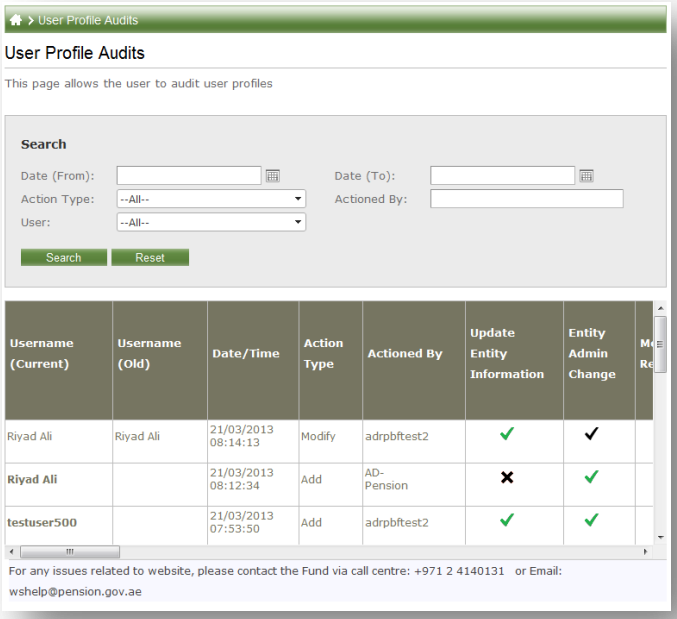
Figure 128



Notes

- ✖ - Permission was Removed for this Type of Request/Message and no change from the previous version of the audit.
- ✓ - Permission was Granted for this Type of Request/Message and this was done in the previous version of the audit.
- ✓ - Permission is Granted for this Type of Request/Message and this is done only in the current version of the audit.
- ✖ - Permission is Removed for this Type of Request/Message and this is done only in the current audit version.
- By default, the grid displays all available records.

4. Enter search criteria (as shown in the following table) and click Search.

Field Name	Optional	Description
Date (From)	Yes	Use this field to search by Date From. All actions with date beyond "Date From" will be selected.
Date (To)	Yes	Use this field to search by Date To. All actions with date prior to "Date To" will be selected.
Action Type	Yes	Select an action type from the dropdown list. This is the action that was performed on the user account you wish to audit. This could be any one of

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		the following: add, modify, delete.
Action By	Yes	Specify the ID of the user account who performed the action you wish to audit.
User	Yes	Specify the ID of the user account you wish to audit.

Notes

- To clear the entered search criteria, click Reset.

5. All records meeting the search criteria will be displayed in the grid.

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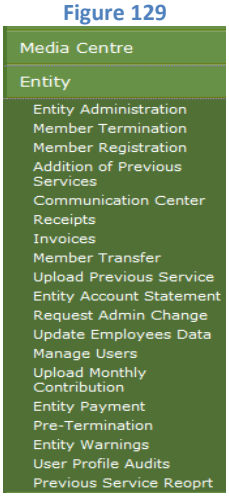
2.19. Previous Service Report

This Service allows entities to view all Previous Services transactions that been requested by their employees either already done or under process.

Steps:

1. Access the **Abu Dhabi Retirement Pensions & Benefits Fund** online Portal.
2. From the **Entity** menu, select "Previous Service Report" (see **Figure**).

Figure 129



3. Application will open the page – by showing the search criteria section. (See **Figure**).

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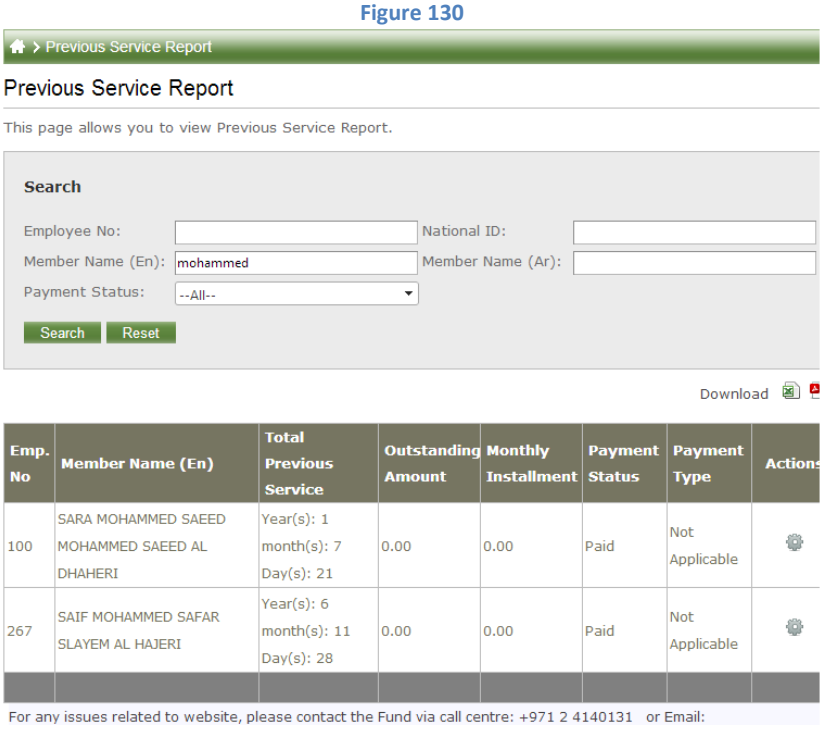
Figure 130



Notes

- By default, the grid displays all available records.

4. Enter search criteria (as shown in the following table) and click Search.

Field Name	Optional	Description
Employee No	Yes	Use this field to search by Employee Number. All actions with the specific "Employee Number" will be selected.
National ID	Yes	Use this field to search by National ID. All actions with the specific "National ID" will be selected.
Member Name (En)	Yes	Use this field to search by English Member Name. All actions with the specific "English Member Name" will be selected.
Member Name (Ar)	Yes	Use this field to search by Arabic Member Name. All actions with the specific "Arabic Member Name" will be selected.
Payment status	Yes	• Paid • Ongoing

Notes

- To clear the entered search criteria, click Reset.

6. Portal will show all records meeting the search criteria in the grid with following columns:

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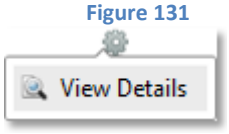
- Employee Number
- Member Name (English)
- Total Previous Service (Years)
- Total Previous Service (Months)
- Total Previous Service (Days)
- Outstanding Amount
- Monthly Installment
- Payment Status
- Payment Type
- Actions

Notes

- User may click the Reset button to clear the search input values.

6. User may view the details of any record by clicking "View Details" button in the "Action" column. See **Figure** .

Figure 131



7. Upon clicking "View Details" button for any record, application will load the popup to show the details of that record. See **Figure** .

Figure 132

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Notes

- User may download the details of any record in MS-Excel format by using button on popup.
- User may download the given list of records (or the details of any record) in PDF format by using button on popup.
- User may print the given list of records by using button.
- User may print the given list of records (or the details of any record) by using button.

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